

Manager, Property Management, Thames Valley

Full-time, Permanent

Thames Valley

About us?

SEGRO is a UK Real Estate Investment Trust (REIT) and listed on the London Stock Exchange in the FTSE 100 index.

For over 100 years SEGRO has been creating the space that enables extraordinary things to happen. We invest in high-quality real estate, actively manage our portfolio and sell assets to crystallise attractive returns. We own, manage, and develop light industrial property and modern warehouses with a portfolio comprising 8 million square metres of space (86 million square feet), valued at £18 billion. We are spread strategically across locations in the UK and in Continental Europe.

Our goal is to be the leading owner, manager and developer of industrial properties in Europe and the partner of choice for our customers.

Why work for us?

91% - employees feel engaged (2022 employee survey)

SEGRO is a friendly, vibrant community. We believe SEGRO people are amongst the best in our industry. We have a talented and committed team of employees in the UK and across Continental Europe. Our aim is to continue to attract, develop and retain the best and brightest employees in the industry.

We are proud of our track record in spotting and nurturing talent. Our ambition is to make sure every individual has the opportunity to maximize their potential and their careers with SEGRO.

What are we looking for?

We are currently looking to appoint a Manager, Property Management, Thames Valley to primarily focus on the property management of the Thames Valley portfolio ensuring it is always compliant with statutory requirements, safe and well presented to customers and to deliver services, facilities, and the estate Planned Property Maintenance (PPM) across the portfolio.

The role's principal accountabilities will be in;

- Deliver a portion of the annual Operations plan, ensuring smooth maintenance and upkeep of estates, roadways, landscaping etc. for both occupied and vacant properties.
- Manage inputs and reconciliations to both the service charge budget and unrecoverable budget.
- Communicate service charges to customers, ensuring prompt query resolutions, and facilitating payment collections.
- Manage vacant properties within a designated area of the portfolio, ensuring they are always operational and well-presented in readiness for viewings while keeping a tight control of running costs.
- Induct and manage specialist third-party contractors including issuing permits, directing SEGRO initiated works, and reporting back on their performance.
- Monitor all engaged contractors, through their own action and delegation to their line reports, giving formal feedback to each contractor on their performance against KPI's at least quarterly.
- Work with Asset Management teams to provide proactive intelligence regarding customer changes (such as eviction issues, extensions, expansion plans) and delivering implementation plans.
- Assist with repossession management – coordinating bailiffs, security, and final day activities in conjunction with PSM colleagues.
- Deliver a designated portion of the Customer Contact Plan annually, acting as the main point of contact for customer questions and quickly resolving problems as they arise.
- Diligently review the portfolio for full compliance with statute and best practice estate management.
- Undertake regular environmental and management inspections of occupied premises to ensure lease compliance.

You will have...

- Property Services / Facilities Management experience and a deep technical knowledge and understanding of Facilities Management, Estate Management, Service Charges and building maintenance issues (identify faults and find solutions).
- Experience in risk assessing and grading reactive and proactive maintenance to maximise budget efficiency.
- Experience of tendering and running contracts, managing contractors, setting, and operating service charges and property management systems.
- Line management experience.

It would also be nice for you to have...

- Professional membership of British Institute of Facilities Management / RICS.
- Health & Safety Training to NEBOSH National Certificate (Level 3).

Special job requirements...

- Full Driving Licence.
- Ability to work flexible hours when required.

What we offer...

Competitive package including; 25 days annual leave, private health care, pension, life assurance. As well as an annual medical check-up, a wellbeing programme and an annual charity day of giving.

We provide excellent opportunities for training and development, supporting employees with their career ambitions. We have a range of high-quality education and training on personal and professional skills that enable our people to fulfil their potential.

All employees participate in our annual bonus scheme and have the opportunity to own a stake in the company through share schemes open to everyone.

How to apply:

If you would like to be considered for this role, please send your CV with covering letter detailing your suitability for the role to UKRecruitment@SEGRO.com.

SEGRO is an equal opportunities employer.
No Agencies please.

At SEGRO we want all of our people to be able to reach their full potential and thrive and we are committed to creating an inclusive environment for all employees, where everyone can be themselves, have access to fulfilling careers and opportunities, and feel supported.