

Role Manager, Property Management, Berlin

Type of contract Full-time, permanent

Location Berlin

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?

94% - employees feel engaged (2020 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, Berlin to:

- To assist and support a team of specialists in all aspects of property management (operating permits, sustainability, health & safety, schedule of conditions, outsourcing contracts management).
- To execute best practice in customer care across the Business Unit and ensure the delivery of consistently high levels of day-to-day property management whilst developing strong, positive relationships with customers within the portfolio. Comprehensive, ongoing tenant support (first point of contact for the tenant).
- To process aged debts and dunning runs incl. receivables management. Invoice verification and approval.
- To support the overall maintenance budgets and Service Charges across the portfolio. Processing insurance claims incl. follow-up.
- To support the overall BU Opex budget within the portfolio including small refurbishment projects as well as the dilapidation process.
- To coordinate or follow-up the review of performance of our specialist contractors, ensuring they meet the agreed KPI's especially for infrastructural facility management.
- To manage handovers and accepting rented space, including tracking defects in collaboration with technical department.
- To support Senior Managers in the day-to-day property management of the regions property portfolio ensuring it is always presentable to customers and gives a positive first impression.

- To ensure all company policies (especially health and safety) are complied with at all times by both the team and specialist sub-contractors, assisting the team with any H&S investigations or insurance claims, when required.

The role's principal accountabilities will be:

Operations planning & delivery

- To support the controlling of the Annual Operations plan to ensure the smooth maintenance and upkeep of estates, roadways, landscaping, etc for both occupied and vacant properties.
- Organisation and ongoing maintenance of property data in internal and external data rooms.
- Acceptance of new incoming properties and implementation in the system as well as handover to purchasers for outgoing properties, including data room processing and preparation/checking of purchaser statements
- Planning and control of management costs as part of business plan preparation and liquidity planning as well as target/actual comparison
- Responsibility for master data in collaboration with data management.
- To support the implementation the programme of planned estate maintenance, ensuring a high standard of presentation and health and safety compliance at all times.
- To manage the contacts and request with property related stakeholders such as municipalities, fire departments etc.
- To manage all vacant buildings ensuring they are always operational and well presented in readiness for the next viewing whilst keeping a tight control of running costs.

Customer Services

- Linked to the Asset Plan, deliver agreed Customer Contact Plan annually, acting as the main point of contact for most customers and quickly resolving problems as they arise.

People Management

- To instruct and manage specialist 3rd party contractors to carry out maintenance on estates and regularly measure their performance against KPI's.
- Induct contractors, issue permits to work (regarding safety procedures to be followed) and direct SEGRO initiated works.

Team Work

- Work as a team with colleagues in Business Unit agreeing the priority level of any vacant property before taking necessary action and ensuring it is presentable for potential viewings.
- Regularly liaise with Asset Management team to understand customer changes (eviction issues, extensions, expansion plans) and deliver implementation plans.
- To manage repossessions – coordinating legal processes, security and final day activities in conjunction with Leasing colleagues.
- To liaise with the Asset Management team to ensure all asset management initiatives and enhancement opportunities are exploited.

Compliance

- Ensure Health and Safety, Sustainability, Fire and all statutory (operating permits ...), engineering insurance and inspection requirements are met and any instances of non-compliance are quickly and properly addressed.

- Ensure building fabric, plant and equipment are maintained consistent with Operations & Maintenance (O&M) Manuals and required local standards.
- To undertake regular environmental and management inspections of occupied premises to ensure lease compliance.
- To manage the Region's Health and Safety obligations for the maintenance of property / estate common parts.

You will have...

- Property Management knowledge
- Service charge reconciliations
- Experience of tendering and running contracts, managing contractors, setting and operating service charges and property management systems.
- You have mastered a tight control of costs and budgets.
- Experience of managing third party contractors.
- Understanding of H&S and local country control of substances hazardous to health regulations.
- Fluent in local language and English (written and spoken)

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

- RICS or Real Estate Qualification
- English Language Skills (written and spoken) If limited, the desire to learn.

What we offer...

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 EURecruitment@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.

Competitive package including; 30 days annual leave, defined contributory pension plan, an optional direct insurance pension saving scheme, life assurance. As well as a wellbeing programme, and an annual charity day of giving.