



## ROLE PROFILE

Job Title: Manager, Property Management, Logistics Location: Paris/ France

Reports to: Associate Director, Asset Management Logistics Division/Dept: Property CE / France / Property

### Summary of the Role's Main Purpose

- 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.
- To support the overall maintenance budgets and Service Charges across the portfolio.
- To support the overall BU Opex budget within the portfolio including refurbishment projects as well as the dilapidation process through the Property Services Managers in the team.
- To coordinate or follow-up the review of performance of our specialist contractors, ensuring they meet the agreed KPI's.
- 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.

### Principle Accountabilities

#### Operations planning & delivery

- To control the Annual Operations plan to ensure the smooth maintenance and upkeep of estates, roadways, landscaping, etc for both occupied and vacant properties.
- To implement the programme of planned estate maintenance, always ensuring a high standard of presentation and health and safety compliance.
- 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.
- Work closely with Asset Management and Technical Teams to deliver the Capex Plan.

#### 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.
- Follow Customer Satisfaction and implement Action Plan in collaboration with Asset Managers.



---

### **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.
- To manage one individual in the SEGRO Logistics team and help them grow in the Property Management field.

### **Team Work**

- To 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.
- To 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**

- To ensure Health and Safety, Sustainability, Fire and all statutory (operating permits etc.), engineering insurance and inspection requirements are met and any instances of non-compliance are quickly and properly addressed.
- To ensure building fabric, plant and equipment are maintained consistently 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.

---

### **Core Areas of Knowledge, Skills & Experience**

- Property Management knowledge
- Experience of tendering and running contracts, managing contractors, setting and operating service charges and property management systems
- Experience and Knowledge of French operating permit (ICPE) Ability to control costs and manage 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 good level in English (written and spoken)

---

### **Desirable**

- RICS or Real Estate Qualification

---

Date of completion: May 2026

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.