

## Manager, Property Management, Logistics

Full-time, permanent

Düsseldorf

### 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, Logistics** to:

- Support property management activity across our Logistics Portfolios in Dusseldorf. This role will assist a team of specialists in all aspects of property management (operating permits, sustainability, health & safety, schedule of conditions, outsourcing contracts management) as to execute best practice in customer care and ensure the delivery of consistently high levels of day-to-day property management whilst developing strong, positive relationships with customers in the area.
- Coordinate the overall maintenance budgets and Service Charges and the overall Business Unit Opex budget including refurbishment projects as well as the dilapidation process through the Property Services Managers in the team.
- Ensure all company policies (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.

Our Property Managers take great pride in how our estates are presented ensuring, our roads, landscaping, drainage, signage and lighting create a positive impression for all our customers and visitors.

With a tight control of costs, they manage the maintenance budgets and small refurbishment projects for a number of properties and ensure our Service Charge process runs smoothly for our customers.

The role's principal accountabilities will be in:

### **Operations planning & delivery**

- Control the Annual Operations plan to ensure the smooth maintenance and upkeep of estates, roadways, landscaping, etc for both occupied and vacant properties.
- Implement the programme of planned estate maintenance, ensuring a high standard of presentation and health and safety compliance at all times.
- 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**

- 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.
- Manage repossessions – coordinating legal processes, security and final day activities in conjunction with Leasing colleagues.
- 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.
- Undertake regular environmental and management inspections of occupied premises to ensure lease compliance.
- 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...**

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.

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 [HR.Recruitment@SEGRO.com](mailto:HR.Recruitment@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.**