



ROLE PROFILE

Job Title:	Manager, Property Management, Poznań	Location:	Poznań, Poland
Reports to:	Associate Director, Property Management, Logistics, Poland	Division/Dept:	Property - Continental Europe/ Poland & Czech Republic

Summary of the Role's Main Purpose

- To be responsible for the day-to-day property management of the region's property portfolio ensuring it is always presentable to customers and gives a positive first impression.
- To manage the delivery and administration of services and facilities across the portfolio in a costly and time effective manner, which meets customer expectations and complies with group statutory obligations and best practice.
- To create and maintain a positive relationship with customers, providing professional customer care.
- To manage and deliver small-scale refurbishment projects, through the coordination of specialist contractors inline with the regions budgets.
- To manage the dilapidation and settlements process.

Principle Accountabilities

Operations planning & delivery

- To create the Annual Operations plan to ensure the smooth maintenance and upkeep of estates (facility management, security, landscaping).
- To implement the programme of planned estate maintenance, always ensuring a high standard of the estate 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.
- To prepare, manage, reconciled and present to the customers the Service Charge budget.
- To actively manage buildings energy performance in order to continuously optimize the consumption of utilities.
- To reconciled utilities consumption with the customers.
- To manage Opex budget within the forecast.
- To ensure proper, timely bank guarantees and deposits management.
- To manage timely collection of: rents, service charges, utilities.
- To conduct real estate taxes processes (i.a. preparation of declarations, analysis of fixed assets tables).
- To conduct insurance related processes (i.a. damages, buildings valuations, audits).
- To manage real estate and customer's contracts data in companies' IT platforms.

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, and direct SEGRO initiated works.



Teamwork

- Work as a team with colleagues in Business Unit regarding priority vacant property for marketing in the portfolio 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 provide proactive intelligence to Asset Management Team regarding opportunities and risks identified during customer contacts (including exit interview feedback / customer satisfaction scores).
- 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.

Customer Services

- Linked to the Asset Plan, acting as the main point of contact for most customers and quickly resolving problems as they arise.
- To advise customers on technical questions regarding the building,
- Manage and coordinate alterations to the building / asset conducted by the customer
- Follow Customer Satisfaction Results and implement agreed Action Plan i.e. organising and conducting customer events

Compliance

- Ensure Health and Safety, Fire and all statutory, 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 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.

Refurbishments

- To manage small-scale refurbishment projects and development requests from customers.
- To organise tenders, negotiate contracts and oversee 3rd party maintenance contractors.
- To prepare Capex proposals, manage budgets and forecasts.
- To deliver all projects within budget and on programme, managing all progress meetings.

Dilapidations

- To engage with customers regarding their extension to lease / exit plans and prepare schedule of dilapidations / insurance claims.
- To liaise with customers to ascertain their intentions for dealing with dilapidations liabilities and encourage co-operation to seek amicable settlement where possible.
- To monitor customers works (if applicable) and obtain progress reports.
- To manage and conclude all dilapidation claims, dealing diplomatically with customer challenges or queries well in advance of break clauses. (directly or via third party consultants).
- To manage Settlements process (negotiating and agreeing settlement figures and terms with customers) ensuring all legal documentation is completed and the Dilapidations budget is carefully controlled.

Core Areas of Knowledge, Skills & Experience

- A deep technical and understanding of building maintenance issues (identify faults and find solutions).
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- 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 COSHH regulations.
 - Fluent English (written and spoken)
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Desirable

- Technical / Maintenance qualification and experience.
 - Health & Safety Training.
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Special Job Requirements

- Full Driving Licence
 - The ability to work flexible hours when required
 - Some travel in Region / Country
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Date of completion: September 2024

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.