

ROLE PROFILE

Job Title: Associate Director (Lead), Property Management Location: London
Reports to: Head of Technical Development UK Division/Dept: Technical Development UK

Summary of the Role's Main Purpose

- Leading the Property Management team in the UK to deliver and enhance high quality estates with overall accountability for property management including budgets and stakeholder management
- Supporting Heads of London/Western Corridor and Technical Development in their Regional Business Plans for their estates
- Responsible for H&S compliance, risk management and security resilience on all operational assets in conjunction with Group functions
- Working with the Customer Experience lead – ensuring excellent customer service is delivered to uphold SEGRO's reputation and customer retention
- Ensuring successful integration and resource allocation for the team across both Western Corridor and London regions into one UK Property Management Team
- Direct line management of London & Western Corridor regional Property Management team leads
- Ensuring consistency of processes, standards and best in class property management approach is followed across the UK
- Lead a review of UK Property Management Services with the aim to establish best in class processes and standards for Segro
- Conduct a review of Property Management in SEGRO's National Markets portfolio (currently outsourced) and make recommendations for future operating model
- Establish Key Performance Indicators (KPIs) for Property Management – allowing the ability to baseline Team and contractor performance effectively. Establish an effective monitoring system
- Handle setting up effective reporting mechanisms for Heads of Region/Department and Managing Director, UK

Principal Accountabilities

Operations Planning & Delivery

- Oversight and coordination of regional annual property management and scheduled estate maintenance plans
- Oversight of service charge budgets and finding value add / rationalisation between them
- Drive the culture of excellence in service provision focussing on innovation and data capture to drive strategic decisions

People Leadership & Management

- Leadership of the Property Management function for the UK (Team of 14 Property Managers and Administrators)
- Direct Line management of 2no. regional team leads (Associate Director)
- Strategic commercial oversight of specialist third-party contractors – ensuring UK alignment and economy of scale advantages are achieved. Develop and manage the commercial strategy for contract management including Frameworks, Tender Process (in conjunction with Group Procurement)

Teamwork

- Working in collaboration with colleagues in Asset Management, Customer Experience, Technical Development to ensure Property Management draws on and compliments each of these functions
- Giving strategic property management advice to support asset planning, new development and refurbishment programmes. Looking to maximise opportunity and value for customers, integrate innovation and ensure through life property management can be delivered effectively
- Plan and ensure effective implementation of process and estate enhancements based on customer feedback and targets insights from the Customer Experience team

Compliance

- Responsible for ensuring Property Management adhere to all statutory and legislative requirements such as for H&S, fire and insurance. Manage this risk and report compliance to Head of Technical Development
 - Ensure Property Management aligns to all aspects of Responsible SEGRO (segro.com/responsible-segro) – In particular, sustainability and decarbonisation of the estates
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Core Areas of Knowledge, Skills & Experience

Essential

- Comprehensive understanding of commercial Property Management or Facilities Management
- Proven ability in setting commercial strategy and strategic management of third-party contractors
- Experience of managing teams
- Excellent communication and influencing skills, with both internal and external stakeholders at all levels

Desirable

- Qualification in Property Management or Facilities Management plus extensive practical experience in estate management and service charge
- Membership of British Institute of Facilities Management / RICS (Royal Institution of Chartered Surveyors)
- Health & Safety Training to NEBOSH National Certificate (Level 3)
- Understanding of H&S and COSHH regulations

Special Job Requirements

- Full driving licence
 - Willingness and ability to work flexible hours when needed and in various locations across the UK portfolio
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Date of Completion: July 2024