

ROLE PROFILE

Job Title: Administrator, Technical Development, Location: London
Estates

Reports to: Associate Director
Division/ Dept: Technical Development

Summary of the Role's Main Purpose

As a property administrator, you will play a key role in supporting the Technical Development and Estates team in the efficient management of our London portfolio, with occasional support across the wider SEGRO portfolio. Your responsibilities will include maintaining core administrative functions, streamlining and standardising digital building records, and ensuring key property data is well-organised and accessible. You will also be responsible for managing and updating critical property trackers, assisting with invoice and purchase order administration. This role requires strong organisational skills, attention to detail, and a proactive approach to enhancing efficiency across property administration processes.

Principal Accountabilities

Administration and Team Support:

- Maintain and update refurbishment, dilapidation, wayleave, licence to alter, etc., manage trackers and attend weekly review meetings with the members of the Technical Development, Estates team.
- Instruct consultants and solicitors on dilapidations and monitor them.
- Review consultants' dilapidation instructions to ensure they are provided within the Framework Contract timeframes.
- Instruct consultants and solicitors on refurbishment projects.
- Ensure documentation is correctly filed.
- Book appointments and manage diaries for Technical Development, Estates (London) team, consultants and contractors for monthly appointments and site visits.
- Instruct EPC and asbestos inspections.
- Ensure that SEGRO's internal policies and industry regulations are adhered to.
- Manage advisors and consultants against agreed KPI's to ensure service delivery.

Stakeholder Liaison:

- Arrange access to properties via the relevant stakeholders, to facilitate consultants and/or contractor inspections.
 - Ensure refurbishment, dilapidation, purchase order and availability schedules are always up to date.
 - Prepare, process, and collate project numbers, purchase orders and invoices as requested.
 - Where appropriate, deliver all projects within budget and on programme, managing all progress meetings.
 - Close out projects ensuring appropriate documentation is obtained including final account breakdowns, H&S files, certificates, warranties and drawings etc.
 - Liaise with and update customers on planned maintenance and reactive works as appropriate, maintaining a database of works progress to ensure they are completed in a timely and satisfactory manner.
 - Ensure asset data is obtained and recorded.
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- Ensure all hand over documents are received within 4 weeks of completion of refurbishments and filed correctly. Ensure the handover logs are up to date when documentation is received and coordinate with SEGRO's customer and estate management teams.
- Manage and issue construction contracts, licence for alteration, wayleaves and permits for signature, filling and issuing to solicitors.
- Obtain, record and maintain accurate and up to date statutory certificates/documents e.g. EPCs, asbestos surveys and test certificates.
- Instruct minor works/repairs as advised by the Technical Development, Estates team when appropriate, keeping customers fully advised.

Team Contribution

- Work as a team with colleagues in Technical Development, Asset Management, Leasing, Development and Investment for refurbishments / pre-let schemes / widening of planning consents.
- Liaise with Estate Management and Customer teams and other external and internal stakeholders to resolve operational issues for customers.
- Support Technical Development colleagues with the coordination of consultants and day-to-day project management.
- From time-to-time to keep a list of meeting actions and minutes.

Core Areas of Knowledge, Skills & Experience

Essential

- Good judgement, and ability to use initiative when creating solutions.
- Good relationship management skills, able to communicate clearly and influence, to support positive outcomes.
- Accurate with excellent attention to detail.
- Structured approach and well organised.
- Customer focused with interpersonal skills.
- Flexible and adaptable approach.
- The ability to work as part of a team across various functions.
- Proven intermediate Word and Excel skills with the ability to learn new IT systems.

Desirable

- Proficiency in Power BI.
 - Property services experience.
 - Ability to work on own initiative.
 - Health & Safety Training.
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Date of completion: 21/02/2025

At SEGRO we want all 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.