

Senior Delivery Manager

Full-time, permanent

London

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.

About the SEGRO Transformation & Technology team

SEGRO has a centralised Transformation & Technology team which is responsible for:

- Implementing transformational improvement to our business processes and technology.
- Making business process improvement an ongoing core capability and source of advantage.
- Providing world class technology services and solutions which allow our colleagues and partners to perform their day jobs efficiently, effectively, and securely.

The Transformation & Technology team has approximately 25 staff and is supported by a variety of partners providing consultancy and technology development, operations, and project support.

What are we looking for?

We are currently looking to appoint a Senior Delivery Manager to lead one of the programmes that is significantly ramping up to deliver new processes and solutions to a business area, as well as strategically maintaining existing services. The role will be accountable for programme delivery to a Steering Committee of senior leaders from across the business, as well as managing working groups, budgets, partners, and working closely with colleagues in Transformation & Technology.

The role's principal accountabilities will be in:

- Leading role in our large change programme for a part of the SEGRO business, including steering business process design, solution delivery and managing external partners to support and maintain implemented solutions.

- Providing expertise and collaborate with business owners, internal SMEs, and technology vendor resources to define the detailed backlog and roadmap covering product improvements, upgrades, platform opportunities and end of life considerations.
- Overseeing the maintenance and support of existing services and systems within the programme.
- Defining high level scope of work in the agreed toolset/format, agree the budget & deliverables.
- Leading the planning and execution of software delivery reviewing high level designs, implementation approaches and providing technical leadership to the teams.
- Managing a cross functional delivery team (inhouse and supplier)/ third party product vendors.
- Leading the operations activities (incidents, changes and problems) ensuring SLAs are met as agreed with the Business Owner.
- Working closely with your peers and stakeholders to identify and ensure dependent requirements such as infrastructure or cross programme demands are met.
- Continuously developing knowledge on the systems/products/platforms available on the market and in service to provide consulting and advice to Business Service Owners / Product Managers, identify opportunities and issues that can benefit from IT services, either by changing existing services or introducing a new one.
- Reporting on progress, risks and issues using information dashboards (using Azure DevOps or similar) aligning to the governance model.

You will have...

- Background in building software solutions for business domains such as Finance, Operations and Customer Service.
- Experience of working in greenfield environments to lead the introduction of bespoke or SaaS solutions as part of transformation or significant business change.
- Experience of managing technology vendor personnel and working with product vendors.
- Broad experience of technology platforms, integration in a cloud/SaaS based environment.
- Strong capabilities in developing products working in an agile delivery model continuously iterating and learning through feedback.
- Experience of using DevOps practices and toolsets to provide structure as well as agility to delivery.
- Ability to collaborate wider across delivery teams, 3rd parties and business stakeholders to ensure product outcomes are achieved.
- An outcome focus with a keen eye for simple solution design.
- Highly organised with excellent verbal and written communication skills.
- Flexibility to operate in a small team and communicate with a wide range of stakeholders.

It would also be nice for you to have...

- Experience in Property or similar B2B industries with a global footprint.
- Experience in solution architecture.
- Experience in large scale business change management.

Special job requirements:

- Ability to travel to work with colleagues in our Slough office regularly (around 2 days per month).
- Ability to travel to other SEGRO locations (in the UK and in Continental Europe) occasionally (around 4 times per year).
- Ability/facilities to work at home, including suitable environment, and adequate connectivity.

What we offer...

Competitive package including; 25 days annual leave, private health care, pension, life assurance. As well as an annual medical check-up, 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.

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.

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.