



Est. 2010

DIRECTORS CLUB

To endeavour. To achieve

The List

UK Contact Centre Leadership

Released April 4th 2016



The List

Below is *The List* of UK-based contact centre leaders for the year beginning April 4th 2016.

The List has been compiled by the Directors' Club wholly from peer-group nominations. Over 4,000 nominations were received.

The 200 leaders on *The List* were those most nominated by their peers.

Updates

If you are *Listed* below and you change organisations, please email your new employer and contact details to jon.snow@directorsclub.org.uk and your listing will be updated.

To Note

The decisions of the *Directors' Club* are final. No correspondence will be entered into regarding nominations and listings. All nominations are confidential.

Any Questions?

If you have any questions please email jon.snow@directorsclub.org.uk.

About Directors' Club

Today's *Directors' Club* has its origin in a small supper club in London's Mayfair. The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the *Directors' Club* and so a business lifestyle and networking institution was born.

The Club motto *To endeavour. To achieve* captures the spirit of the organisation and the ambitions of its members.

Membership is by invitation.

<http://directorsclub.org.uk>



A

Adam Gould, bpha
Adam Quesne, Leeds City Council
Adrian Bingham, Jurys Inn
Adrian Cobbledick, National Car Parks
Adrian Morris, AIG
Alison Hanson, Homeserve
Allan Warren, Domestic & General
Andrew Kidds, Accent Group
Andrew Lovelock, Sky
Andy Ayres, OPTIMAX
Andy Green, ASDA
Angela Rodbourne, Bluecrest Health Screening
Anthony Devane, American Express
Anthony Sutton, Banco Santander
Avis Rhodes, Family Mosaic

B

Bev Dumbleton, Gold Medal Travel
Bromwyn Brady, IKANO Financial Services
Bruce Swan, HTC

C

Carl Vincent, Jisc
Carol Axe, SRCL
Carole Evans, DVLA
Caroline Shears, Nisbets
Carys Williams, Lloyds Banking Group
Chris Jell, Financial Conduct Authority
Christopher Kingswood, Barclays
Clare Hatchwell, Three.
Colette Flattery, Orbit Group
Craig Hardy, Parseq
Craig Healy, ACCA

D

Dale Sourbutts, Cruise1st UK
Daniel Blake, Genesis Housing Group
Daniel Evans, Norwich & Peterborough Building Society
Danni Parsons-Moore, Agria Pet Insurance



Danni Rush, Haven Holidays
Darlene Inkster, International Financial Data Services
Darren Charles, Equiniti
David Oxborough, Prolog
David Rowley, G4S
Dawn Allemby, UnionInsurance.co.uk
Dawn Sherrin, Banco Santander
Deborah Brumby, HSBC
Donna Czyzewski, Avios
Donna Middleton, Home Group

F

Felicity Webb, Park Resorts
Fiona McDonald, Sky
Fiona Montgomery, National Australia Group
Frazer Hoyle, Ambassador Theatre Group

G

Gail Heafield, Best Western Hotels GB
Gail Maxwell, Virgin Trains East Coast
Garry Luxford, Affinity Water
Gemma Thompson, Solicitors Regulation Authority
George Potaris, Inchora Ltd
Giles Askham, Metro Bank
Gill Paterson, Banco Santander
Glyn Keachie, HSBC
Graham Paddon, Avantia Group
Gurpreet Gujral, Three.
Guy Cary, AIG

H

Hana Wright, Financial Lifetime
Helen Bentley, Royal Mail
Helen Grzonka, Molson Coors Brewing (UK)
Helen Rowbottom, Irwin Mitchell
Helen Sharp, Swinton Insurance
Hilary Bennett, Severn Trent Water

I

Iain Kelly, Samsung
Indie Rai, TNT



J

Jacqueline Hails, Aimia
James Grundy, Romec
Jan Parry, Banco Santander
Jason Mann, Endsleigh
Jason Parker, Anglian Home Improvements
Jason Roberts, Dixons Carphone Group
Jayne McNeill, Rentokil Initial
Jayne Moyses, East Midlands Trains
Jeanette Hunter, Energy Helpline
Jo Mayer, The Co-operative Bank
Jodie Ward, AXA Assistance
John Curphey, PMUK Wealth Management
John Hopwood, Inchcape
Jon Wells, British Airways
Jordana Murray, Tesco Bank
Joseph Gordon, HSBC
Judith Holder, Nationwide Building Society
Julia Brown, Old Mutual
Julian Price, John Lewis
Julie Baxter, Interactive Investor
Julie Turner, Provident Financial Group
Julie Warne, Carnival UK

K

Karl Fletcher, Brakes Group
Karl Wright, VocaLink
Kate Rodi, Virgin Media
Kathy Barbrooke, Royal Caribbean International
Kay Mitchell, Saad Medical
Kelly Shippen, Leeds Building Society
Kelly Surtees, The NCC
Kevin Boulton, Ingenico UK
Kevin Hales, arvato UK
Kevin Harris, BES Utilities
Kevin MacKenzie, Marsh
Kevin Richardson, Royal Bank of Scotland
Kirsten Tillett, Brakes Group
Kuldeep Kelly Vedash, L&Q Group



L

Laura Hudd, Lloyds Banking Group
Leah Tchorniy, Curo
Lee Hopkinson, uSwitch.com
Lee Jones, Lloyds Banking Group
Lee Protheroe, Metro Bank
Line Johansen, Virgin Holidays
Lionel Lincoln-Lewis, The Midcounties Co-operative
Lisa Cobham, Ticketmaster
Lisa Cochran, Opus Energy
Lisa Hastie, HSBC
Lisa Steele, TUI Travel
Liz Carroll, Sainsbury's Bank
Lorna Solak, Defra
Lorraine Curtin, Digital UK
Louise Scawthorn, M.E.N Media
Luke Horwath, Nestlé Nespresso
Lyn Curran, Virgin Money
Lyn Rose, Virgin Money
Lynn Knibbs, MyCSP

M

Marie Hunter, Motorway Direct
Marion McDonald, AIG
Mark Davies, Future Williams & Glyn (RBS)
Mark Davis, Environment Agency
Mark Guest, Dixons Carphone Group
Mark Nardin, Addison Lee
Mark Pavlides, AIG
Mark Robinson, John Lewis
Mark Saxon, HSBC
Mark Tilling, Lloyds Banking Group
Massimo Bergamaschi, MSC Cruises
Mel Donoghue, Barclays
Michelle Donnelly, Ford Retail Group
Michelle Havercroft, Thomas Cook
Michelle Ripley, Fitness First



N

Nichola Hazard, Aegon

Nick Clancy, Chums

Nicola Wood, Eurocamp

Nigel Williams, Babcock International Group

Nikki Powell, UK Flooring Direct

Nova Roberts, Charles Tyrwhitt

P

Pamela Boyington, E.ON

Paul Brady, BHSF Employee Benefits

Paul Downham, Home Retail Group PLC

Paul Liddle, Paymentsshield

Paul McFarlane, Banco Santander

Paul Miller, PCMS Group

Paul Osborne, Carnival UK

Paul Terry, Banco Santander

Penny Greenwood, Marie Stopes International

Peter Dickinson, Virgin Media

Phil Jennings, Ticketmaster

Philip Hargreaves, Rentalcars.com

Phill Green, Lloyds Banking Group

Prashant Parekh, TUI Group

Puneet Gupta, HSBC

R

Rachel Gates, The Genuine Gemstone Company

Rachel Narinesingh, Lloyds Banking Group

Ravi Ratti, HSBC

Ray Biggs, Sainsbury's

Reuben Goldsmith, Expedia

Rhonda Holden, Hire Station

Richard Kerr, HSBC

Richard Stollery, Marks and Spencer

Rob O'Malley, Money Advice Service

Rob Sargent, Sky

Robert Carter-Edwards, Echo Managed Services

Robert Liddell, Southwest One

Roy Fontaine, Virgin Media



S

Sally-Ann O'Neill, ICS Group
Sarah Waterhouse, The Independent Group
Sarah Woodward, Fossil Group
Scott Bain, House of Fraser
Sean Cunniffe, London Borough of Merton Council
Sharon Goldie, Arnold Clark
Simon Jones, The Marston Group
Simon Separghan, Barclays
Simon Shaw, Eurostar
Stacy Harper, Sky Betting and Gaming
Stephanie Davies, Dixons Carphone
Steve Guy, Siemens - Mobility
Steve Messenbird, Merlin Entertainments Group
Steve Yates, Hoover Candy
Stu Booy, Monarch Travel Group
Stuart Fearn, Newcastle Building Society
Stuart Haycox, BT
Stuart Morris, Banco Santander
Stuart Pearce, Communicate Group
Stuart Saw, Three.
Stuart Selby, Barclays
Sue Anderson, Malmaison & Hotel du Vin
Sue Ellis, Flogas
Sue Swales, Cannon Hygiene UK
Sue Warner, Money Advice Trust
Susan Bastock, Travis Perkins
Suzanne Davis, Thames Water

T

Tejpal Singh, National Rail Enquiries
Terina Scheeres, Royal College of Nursing
Tim Woods, Banco Santander
Tom Horne, Dollar Financial Group
Tom Martin, Lloyds Banking Group
Tony Jopling, KC Contact Centres
Tracey Costley, Scottish and Southern Energy
Tracy Kellaway, Estee Lauder Companies



W

Warren Buckley, HSBC

Y

Yolande Blackburn, AIG

Yvette Polok, All Leisure Holidays