



Est. 2010

DIRECTORS CLUB

To endeavour. To achieve

The List

UK Customer Service Leadership

Released February 1st 2016



The List

Below is *The List* of UK-based customer service leaders for the year beginning February 1st 2016.

The List has been compiled by the Directors' Club wholly from peer-group nominations. Over 5,500 nominations were received.

The 400 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 Lindsey, Groupon UK & IE
Adam Piddington, South West Trains
Adam Stewart, Yorkshire Housing
Adam Taylor, Portland TV
Adele Shaw, O2 UK/giffgaff
Adrian Owen, Thomson Reuters
Adrian Williams, Vent-Axia
Adrienne Bellingeri, Coventry City Council
Alex Bezer, Evans Cycles (UK)
Alex Elberg, Heineken
Alex Mead, Golfbreaks.com
Alex Payne, Big Bus Tours
Alison Parker, Financial Times
Alison Reynolds, London Borough of Ealing
Allison Kennedy, Homes for Haringey
Amanda Anderson, West Sussex County Council
Amanda Reynolds, Affinity Water
Amanda Sutton, TNT Express
Andrea Gray, Hastings Direct
Andrea Leatham, SIG
Andrea Stewart, Zesty.co.uk
Andrei Szatkowski, Equity Housing Group
Andrew Goodrum, Abellio Greater Anglia
Andrew Newman, Legal & General
Andrew Pease, Disney
Andrew Rawlinson, Moores Furniture Group
Andrew Reaney, Thames Water
Andrew Smith, Sky
Andrew West, Jaguar Land Rover
Andrew Wilkes-Lilley, Autoglass
Andy Britton, Monster
Andy Harding, House of Fraser
Andy Manson, Avon Insurance
Ann Davie, East Dunbartonshire Council
Anna Todd, Partnership
Apostolos Dousias, Betsson Group
Arthur Pretorius, South West Trains



Ashling Fox, Family Mosaic

B

Barry May, London Borough of Camden

Benjamin Bax, Kier

Beverley Aston, Homeserve

Bill Chesworth, BT Wholesale

Blake Lancaster, SportPursuit

Bob Hase, ADVA Optical Networking

Bob Wild, Hampshire County Council

Brendan Crawford, Canon Europe

Brent Boxley, Close Brothers Premium Finance

Brian Waugh, thetrainline.com

Bridget Bewick, Miele Company

C

Carl Gissing, TUI UK & Ireland

Carol Butler, Lex Autolease

Carol Taylor, Investec

Caroline Law, Royal Mail

Caroline Norris, lowcostholidays.com

Caroline Woolf, London Borough of Havering

Carolyn Ferguson, TSB Bank

Catherine Onions, British Airways Holidays

Catrin Jones, Affinity Sutton

Chalky Langley, Met Office

Chantal Meehan, Clearstream Banking

Charles Allen, Thomson Reuters

Charlie Hamilton, The Impact Group

Cheryl Fox, Keolis UK

Chris Beattie, Burberry

Chris Harris, Southern Housing Group

Chris Mellor, Hitachi Capital

Chris Plank, Gtech

Chris Thewlis, RWE npower

Christine Ashworth, JD Sports Fashion

Claire Ansley, Stagecoach Supertram Sheffield

Claire Carroll, Co-operative Group

Claire Hill, boohoo.com

Clare Atkin, Farrow and Ball



Clare Field, Bedford Borough Council
Claudia Walsh, Leeds Federated Housing Association
Colin Groves, Federal Express
Colin Mould, Sage Pay
Craig Edwards, Hillarys Blinds
Craig Townsend, Standard Bank
Craig White, Domestic & General

D

Dan Cuthbert, White Stuff
Dan Holden, AXA PPP Healthcare
Dan Moross, moo.com
Danielle Macleod, Sky
Danny Williams, Home Retail Group
Dave Manning, KCOM
David Baddeley, Volvo Car UK
David Dickins, Bupa
David Doublett, Vauxhall Motors
David Hughes, The Protein Works
David Sands, Edexcel & Pearson UK
David Thorpe, Lebara
David Westworth, Phoenix Community Housing Association
Dawn Redman, Hermes UK
Debbie Lake, TJX Europe
Delphine Merlot, Eurostar
Denize McGregor, British Airways
Derek Ross, Student Loans Company
Derek Warren, Health Management
Diane Elleray, BAE Systems
Dionne Lowndes, Staffordshire County Council
Dominic Monkman, GSK
Donna Marsh, Glyndebourne
Duncan Bridgewater, London Borough of Bromley

E

Elaine Barnes, TNT UK
Emma Botfield, RS Components
Emma Stearn, Royal Bank of Scotland
Emma Whelan, Multiyork Furniture
Eva Perojo, PVH Corp



Evelyn Killop, Three

F

Fiona Fleming, Good Energy

Francesca Haynes, ASDA

Francesca Rea, NewDay

Francis Haren, Newell Rubbermaid

G

Gareth Pickles, Prudential Assurance

Gareth Thomas, Molson Coors Brewing (UK)

Gareth Walsh, Smith & Nephew

Gary Dixon, United Utilities

Gary Harvey, GO Outdoors

Gary McKenzie, BrightHouse

Gary O'Brien, Old Mutual Wealth

Gavin Power, TES Global

Gaynor Toole, VF Corporation

Gemma Fraser-Pearson, Gocompare.com

Gemma Gordon-Johnson, First4Adoption

Georgina Foxwell, Birmingham City Council

Geraint Griffiths, Tata Steel Europe

Glyn Wragg, Viglen

Graeme Mackie, Iron Mountain

Greg Louca, RISCO Group

Guy Corbett, First Ark

Guy Davis, Castle Trust

Guy Wheeler, Kwik Fit

H

Halimah Abdullah, Lebara

Heidi Cooke, JustGiving

Helen Brownlie, Phonak Group

Helen Wilson, Atom Bank

Howard Ebison, East Midlands Airport

I

Iain Scotland, James Villa Holidays

Ian Black, Coventry Building Society

Ian Bullock, Yorkshire Building Society

Ian Duerden, BT Global Services



Ian Hanson, Heathrow Airport

Ian Thomson, Betta Living

Ian Wilkes, Thames Clippers

J

Jackie Gaylard, Wincor Nixdorf

Jacqui Hurd, London Borough of Hounslow

James Avery, Swatch Group

James Fitton, WorldRemit

James Mitton, Shop Direct

Jamie Dormandy, RNIB

Jane Kendal, Kent County Council

Janet Lenz, McDonald's Restaurants

Janette Garlick, London Borough of Sutton

Jason Groves, G4S

Jason Neiland, Debenhams

Jemma Hyland, Financial Times

Jennifer Fraser, Rank Interactive

Jennifer Tippin, Lloyds Banking Group

Jenny Payne, Chiltern Railways

Jeremy Higgins, Cross Country Trains

Jessica Smith, Telefonica Global Solutions

Jillian Desmond, Totaljobs Group

Jiten Desai, Red Funnel Group

Jo Buckley, DHL Express

Jo Moran, Marks & Spencer

John Davidson, Cairn Housing Association

John Halley, Johnston Sweepers

John Martin, Malvern Instruments

John Trace, Legal & General

Jon Seward, Bensons for Beds

Jon Wellsman, Ford

Jonathan Breedon, Flybe

Jonathan Clarke, Anglian Water Business

Jonathan George, British Gas

Jonathan James, Cambridge City Council

Jonathan Watkins, Nominet

Julia Bloomer, ALcontrol Laboratories

Julian Patterson, Euler Hermes



Julian Woodhouse, 1&1 Internet and Fasthosts Internet

Julie Hotchkiss, ACCA

Julie McNally, Intercity Technology

Julie Naylor, Thomas Cook Airline

Julie Ohara, Computacenter

Julie Taylor, Affinity Sutton Repairs

Justin Barrett, Homeserve

Justin Haines, Ovo Energy

K

Kaj Mook, Merseyrail

Karan Martin, Legal & General

Karen Ingham, Virgin Media

Karen Smart, MAG (Airports Group)

Karl Bollard, Crawford & Company

Kate Erb, Oakbrook Finance

Kathryn Dunbar, Travel Republic

Kathryn O'Brien, First TransPennine Express

Katie Vanneck, Dow Jones

Keeley Smith, London & Colonial

Keith Mathers, Vaillant Group

Keith Milum, N Brown Group

Keith Stoneham, Legal & General

Kelly Carver, Daisy Wholesale

Kerri-Anne Miller, Vodafone

Kevin Cowap, Office Depot

Kevin Mowles, Leeds Building Society

Kevin Stillwell, Bookatable

Kieran Dowling, Office Depot

Kim Avery, Bromford Group

Kim Glenister, Chartered Insurance Institute

Kirsten Thomas, Carillion

Krista Wass, graze.com

L

Laura Farrell, MBNA

Lawrence Palk, Parcelforce Worldwide

Lee Robinson, Baxi Group

Lesley Kenna, Business Stream

Lesley Maslen, Catalyst Housing Group



Lesley Skilling, Dumfries and Galloway Housing Partnership
Liam Mulholland, Northern Ireland Water
Linda Gallacher, ScotRail
Lindsay Chance, Inspired Thinking Group
Lisa Bartley, HSS Hire
Lisa Harrington, BT
Lisa Lee, Weight Watchers
Lisan Beentjes, Merseyrail
Lorna Lucien, A2Dominion Housing Group
Lorraine Cahill, City & Guilds
Louise Donaghey, Rolls-Royce
Louise Harrop, Oakbrook Finance
Louise Rutherford, United Utilities
Lynda Clayton, Scottish Power
Lynette Ousby, EMIS Health
Lynne Milligan, Arriva Trains Wales

M

Maddie Armitage, British Gas
Mandy Jarvis, Eteach
Manuela Pifani, Direct Line Group
Marco Pezzani, Ricoh UK
Margarita Morrison, Home Group
Marie-Claire Delbrouque, Flagship Housing Group
Mark Cartwright, Rattan Direct
Mark Cheshire, JD Williams
Mark Dalgarno, Maplin Electronics
Mark Davidson, Virgin Media
Mark Irons, Surrey County Council
Mark Nichols, Skype
Mark Oliver, Wales & West Utilities
Mark Rose, Rangemaster
Martijn De Lange, Hermes UK
Martin Bevis, London Borough of Islington
Martin Dodd, Lloyds Banking Group
Martin Duff, KCOM
Martin Sheehan, Alzheimer's Society
Martyn Oakley, Anglian Water Services
Mary Dalby, Thomson Reuters



Maryan Broadbent, AIA
Mathis Wagner, Charles Tyrwhitt
Matt Idle, British Gas
Matt Rudling, UK Power Networks
Matt Traish, uSwitch
Matthew Currall, VitalityHealth
Maureen Adams, Soha Housing
Mel Camilleri, William Hill
Mhairi Wilson, ACCA
Michael Francis, Hertfordshire County Council
Michele Fielding, ADT Fire & Security
Michele Parkin, Inmarsat
Michelle Gloder, Carphone Warehouse
Michelle Reglinski, Sky
Mike Bones, Virgin Trains
Mike Hakkens, Fidelity Worldwide Investment
Mike McNeill, Liberty Global Europe
Mike Newnham, Royal Mail
Mike Regnier, Yorkshire Building Society

N

Natalie Loughborough, Northern Rail
Natalie Mortlock, Adidas UK
Neil Banks, MAG (Airports Group)
Neil Blagden, Vodafone UK
Neil Grogan, Vertu
Neil Micklethwaite, East Midlands Trains
Neil Warren, Denplan
Niall Angus, Gilbarco Veeder Root
Nick Crossland, Bupa
Nigel Little, United Airlines

O

Olivia Jackson, Vale of Aylesbury Housing Trust
Ollie Allum, Cellcast

P

Paddy Earnshaw, Doodle
Padraig Carton, TSB Bank
Pam Day, Just Retirement



Pam Gregory, British Gas
Pamela O'Brien, Asurion
Pat Harding, Cambridgeshire County Council
Paul Clempson, AgustaWestland
Paul Dickinson, Virgin Atlantic
Paul Lewis, Legal & General
Paul Martin, Spark Energy
Paul McWeeney, Barclaycard
Paul Pugal, Auto Trader
Paul Rabbitte, Burberry
Paul Waller, Carlsberg UK
Paul White, mooveinsurance.co.uk
Paul Whymark, Hastings Direct
Pernille Ege Moeller, Jimmy Choo
Peter Connolly, British Gas Services
Peter Doveren, Vodafone Group
Peter Farrer, Scottish Water
Peter Johnson, VictoriaPlum.com
Peter Judd, BT
Peter Peart, Huddle
Peter Sinden, LV=
Peter Wellock, MyBuilder.com
Phil Middleton, Circle Housing Group
Phil Rowley, BOC Gases
Philip Cohen, Betfair
Philip Shaw, E.ON UK
Pippa Sharp, Agilisys

R

Rachel Vincent, npower Business
Rachelle Gaskell, Citi
Raymond Pettitt, Barclays
Rebecca Vanstone, notonthehighstreet.com
Renee Kalia, Clinigen Group
Rich Alvis, HarperCollins Publishers
Richard King, Wickes
Richard Murray, EE
Richard Saunders, Friends Provident
Richard Thompson, NOW TV, Sky



Rob Davey, Thomson Reuters
Rob Jones, Lyreco UK
Rob Nicol, Siemens Financial Services
Rob Regan, Royal London
Rob Wilkinson, Vertu
Robert Fernie, Chivas Brothers
Robin Terrell, Tesco
Rocky Atkins, Three
Rose Coulson, Maersk Line
Ross Allan, Standard Life
Russ Powles, Lloyds Banking Group
Ruth Genelazo, Moonpig.com
Ruth Rayers, Johnson Fleming
Ryland Griffiths, Arcadia Group

S

Sacha Puffett, Collinson Group
Saj Umarji, Legal & General
Sally Hopson, Pets at Home
Samantha Tomlinson, Wowcher (DMG Media)
Sandra Smith, Saga Services
Sarah Arnold, Figleaves.com
Sarah Bentley, Severn Trent Water
Sarah Cummings, WorldPay
Sarah Greenley, Hastings Direct
Sarah Mbatha, East Thames Group
Sarah Peberday, First Group
Sarah Williams, Network Housing Group
Scott Miller, Barclaycard
Sean McKee, SCHUH
Sean Ongers, Telecom Plus
Shahnaz Hussain, Yorkshire Water, Loop Customer Management
Shane Simpson, Secret Escapes
Sharon Millard, RHP Group
Sherilyn Horton, Santander Consumer Finance, UK
Sophia Looney, Essex County Council
Sophie Neary, Jack Wills
Stacey Bisley, Virgin Media Business
Stacey Smith, Ralph Lauren



Stephanie Colebrooke, AXA PPP Healthcare
Stephen Blundell, Leeds Federated Housing Association
Stephen Lee, First TransPennine Express
Stephen Paish, Electrolux
Steve Elvins, Thermo Fisher Scientific
Steve George, South East Water
Steve Settle, Toyota (GB)
Steve Shepherd, The Entertainer
Stuart Aris, RAC
Stuart Douglas, Three
Stuart Jones, CarillionAmey
Sue Bradley, TUI UK & Ireland
Sue Warwick, Mulberry Company
Susan Caesar, DMG Media
Susan Stockwell, Southern Water
Suzanna Shaw, Penguin Random House
Suzanne Jackson, Regus
Suzanne Powell, Openreach
Sven Lagerberg, Capital One

T

Tabitha Bowmar, B&Q
Tanya Carter, Classic Collection Holidays
Tanya Dunne, The Challenge
Tasha Young, Virgin Active UK
Teresa Allen, NHS Blood and Transplant
Tim Culling, Zurich Insurance
Tim Mckeon, NFU Mutual
Tim Roe, Rated People
Tina Hayton-Banks, Nottingham Building Society
Tom Scott, Sky
Tony Green, Orange Business Services
Tony Keeling, SSE
Tracy Hodges, UK Mail
Tracy Moore, The Share Centre

V

Vaughan Potter, The Hamleys Group
Victoria Lawson, London Borough of Sutton Council



W

Warren Tait, Neopost

Wendy Jones, The Dee Valley Group

Y

Yasmin Cooper, LaSer UK

Z

Zoe Blake, Yorkshire Water, Loop Customer Management

Zoey-Monique Naidoo, LABELUX Group