

James Lindsay

CHIEF EXECUTIVE / MANAGING DIRECTOR

📍 London, United Kingdom

✉️ james@vauxhalltavern.com

🌐 in/jameslindsayuk/

☎️ +44 7799 335921 / +44 20 7582 0260

I am a seasoned Chief Executive and Managing Director with a solid reputation as an inspirational and transformational leader, driven by an unwavering focus on operational excellence. Acknowledged as having laid the foundations for a major change of emphasis in the prime commercial property, retail, food and entertainment concepts in the UK's most successful landmark commercial developments. I have directly managed 15million square feet of prime commercial property with a combined value of £10billion and operating P&L of £450million, supporting 2,400 retailers and 800 million customer visits. At Westfield Corporation and The Peel Group, I reported at Board level and introduced ground-breaking initiatives, setting industry standards in operational excellence, delivering substantial return on investments to stakeholders and currently stabilised my company trading position, returning the company to be a commercially viable trading entity delivering substantial incremental growth and generating six figure pre-tax profits.

Core Competencies:

Strategic Leadership	Asset Management	Commercial Acumen
Business Development	Change Management	Entrepreneurial Approach
Financial Management	Intellectual Property	People Management
Commercial Real Estate	Brand Management	Planning and Organisation
Operations Management	Stakeholder Engagement	Relationship Building
Corporate Governance	Teamwork/ Collaboration	Communication

Selected Career Highlights

- Managed a prime commercial property with combined value of £10billion and £450million P&L, comprising 15 million square feet of lettable space with 2,400 national and independent retailers and 800 million customer visits
- Delivered multi-billion-pound large-scale retail set-up projects, Westfield London, Westfield Stratford, Westfield Derby, Merryhill in Birmingham, Trafford Centre in Manchester, and Meadowhall in Sheffield, inputting concept and design, developing retail and catering strategies, and ensuring operational management effectiveness and the delivery of robust systems and procedures
- Focused on business in the community and delivered a number of firsts in the shopping centre industry including establishing a partnership with The Office of Fair Trading – Fair Trading Zone, acclaimed Customer Service Programmes, Retail Global Economic Reporting, Retail World Study Tour, and Retail Crime Partnership Programme, shared with stakeholders and 800 million customers
- Initiated, led and successfully closed a multi-million-pound deal for the sale of RVT Enterprises UK Ltd and retained the Intellectual Property rights for Royal Vauxhall Tavern with a 5-year lease to continue trading the RVT business, restoring commercial viability through restructuring the business, to 6-figure pre-tax profits in the last 2 trading years with 2018 pre-tax profits forecast to double
- Directed the UK's most successful retail developments, Westfield, Trafford and Meadowhall, consistently increasing property values, exceeding rental expectations, and developing and implementing commercial operating strategies that maximised performance
- Exercised full P&L accountability for the Westfield £6billion commercial portfolio of 10 shopping centres totalling 5 million square feet of prime commercial retail space, grew retail sales across the portfolio from £760million to £1.4billion, increased non-rental sales income from £1.8million to £7.6million, and boosted asset value from £677million to £2.1billion with £200million P&L
- Created the Trafford Centre, Meadowhall Centre and Royal Vauxhall Tavern brands, placing stakeholder, retailer and customer perception at the heart of business and pioneering standards of operational excellence delivered to all stakeholders
- Delivered a £54million rent roll for opening of the Trafford Centre, more than double the £24million rental expectation
- Pioneered the Trafford Centre Recruitment and Training Foundation, partnering with over 200 national retailers for re-skilling 7,000 industrial sector workers to NVQ level to equip them for retail, security, catering and customer service jobs

Career Summary

👤 CHIEF EXECUTIVE and COMPANY SECRETARY

📁 The Royal Vauxhall Tavern; www.vauxhalltavern.com



2014 – present

- Restoring commercial viability in 2 years through restructuring the business, achieving a turnaround from a loss-making position to 6-figure pre-tax profits and increasing sales by 44% to £1.54m with pre-tax profits for year-end June 2018 forecast to double
- Providing strategic leadership and ongoing operational management, driving substantial business growth through maintaining a focus on strategy, fiscal reporting, profit delivery, operating standards and a diverse and eclectic entertainment programme
- Strengthening and expanding the entertainment programme, gaining recognition from top artists as a preferred venue of choice
- Won Time Out Love London Award May 2018, Most Loved Venue, February 2018, prestigious industry awards Best Cabaret Venue, Best Cabaret Act, Best Club Host, Best Panto & Christmas Show and Best Bar Staff, and Outstanding Business Achievement Industry Award in November 2016

 DIRECTOR / JOINT VENTURE PARTNER
 RVT Enterprises UK Ltd / RVT Management Ltd



2005 – 2014

- Served as a 50/50 J/V partner, with the freehold owned by RVT Enterprises UK Ltd, and as a silent partner in RVT Management Ltd, the operating company running The Royal Vauxhall Tavern business
- Accomplished the multi-million sale to an international property company through a Share Purchase Agreement, executed the turnaround strategy following RVT's 4 years of consistent loss making, stabilised the business and returned it to commercial viability with 6-figure pre-tax profits within a 2-year trading period
- Led the management, consultancy and recruitment services to the retail and commercial property industry across the UK, Europe and UAE, as Managing Partner of recruitment at ACR, responsible for headhunting and senior level commercial property positions
- Identified and recovered £800,000 in uncollected rent as Interim Managing Director for Warner Estates' £720million, £65million P&L portfolio comprising 9 shopping centres, 700 national retailers and 240,000 square metres of commercial retail space
- Revitalised the commercially-deficient York Designer Outlet with retail sales of £80million, by reviewing and developing strategy, securing Winter Wonderland from York City Centre for integration and introducing a leisure destination to the retail offer
- Oversaw retail offering of the Olympic Park Megastore and 4 additional retail units within the Olympic Park during the 2012 games, successfully generating extremely high footfall traffic and overall retail sales of £90million retail sales across the 5 retail units

 DIRECTOR: SHOPPING CENTRE MANAGEMENT, RETAIL AND MARKETING
 Westfield Shopping Centres UK; www.westfieldcorp.com



2001 – 2005

- Facilitated exceptional growth and stability during my tenure for the £6billion prime commercial property portfolio comprising 10 shopping centres totalling 5m sq ft prime commercial retail space with a P&L of £200million and 900+ national and independent retailers through providing relationship management and directing management, acquisition, disposal and development
- Introduced ground-breaking business initiative programmes with stakeholders, local authorities, communities and charities
- Served as head of department with 14 managers and 300 directly employed staff in London head office and across the portfolio, and as a member of the Westfield UK Executive Committee reporting to the Westfield Board
- Set strategy and direction of WSCM, and briefed team and stakeholders on departmental progress and movements
- Increased portfolio retail sales by 92% from £760million to £1.4billion, and achieved P&L growth in excess of 38%
- Led the acquisition and due diligence procedure for the £1billion, 95,000-square-metre retail shopping centre Merryhill, whilst identifying and restructuring £11million un-forecasted revenue equating to more than 40%
- Returned £3million to retailers for service charges overpaid prior to 2001, in agreement with the service charge retailer group
- Prepared, delivered and managed an annual budget of £27million for facilities management, encompassing hard and soft services, operational standards and marketing budgets following company portfolio standards and reflecting RICS best practice
- Initiated ground-breaking customer service programmes and introduced commercial programmes across the portfolio for a range of UK commercial markets, retail, catering, leisure and entertainment concepts, boosting retail sales, improving commercial income and strengthening profit retention across the UK commercial properties with annual customer footfall surpassing 124 million
- Advised 900+ retailers on sales movements, and implemented new strategies to support under-performing retailers
- Improved the change management process across property management, facilities management, security, safety, cleaning, retail, catering and operations delivering industry best practice, high standards of operational management and service charge excellence

 BUSINESS DIRECTOR
 Trafford Centre Ltd; www.traffordcentre.co.uk



1995 – 2001

- Served as Director, making and implementing strategic decisions during 4 years of design, construction, development and management with a further 2 years' operational trading of a landmark commercial development offering a combined retail, leisure and catering concept not previously delivered in the UK market, reporting directly to Peel Holdings Board
- Facilitated growth, continuity and stability for the £1.2billion prime commercial property by devising the strategic plan, setting goals, determining business direction, and astutely managing £70million P&L, 300 national retailers, and 32 million annual customers
- Led, developed, motivated and managed a team of 11 direct reports and 300 staff
- Delivered a £54million rent roll for opening of The Trafford Centre, doubling the £24million rental expectation set by Peel Holdings
- Provided a widely-acclaimed customer service programme including a 'top hat and tails meet and greet' initiative to more than 30 million customers a year, and introduced live on-stage performances with international A-list artists
- Pioneered and managed an innovative and successful business partnership with The Office of Fair Trading
- Launched a recruitment and training foundation partnership with Manchester Tec and Trafford Council encompassing induction and customer service training of 7,000 Trafford Centre employees, reskilling industrial background to NVQ level standards
- Secured Investors in People accreditation, becoming the first in the shopping centre sector in the UK to be accredited

 MANAGING DIRECTOR
 Meadowhall Centre Ltd; www.meadowhall.co.uk



1989 – 1995

- Managed and implemented retail, commercial and operational strategy for the £800million 120,000-square-metre prime commercial property, with £52million P&L, 280 national retailers, and 28 million annual customer visits; led, developed and managed 8 direct reports and 250 directly-employed staff; and reported to Stadium Developments Board