

James Lindsay

📍 London, United Kingdom

✉️ james@vauxhalltavern.com

CHIEF EXECUTIVE / MANAGING DIRECTOR

🌐 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 to the UK shopping centre industry in prime commercial property, asset management, retail, hospitality and the entertainment sectors in the UK's most vibrant and successful retail centres. Directly managed 15million square feet of prime commercial property with a combined value of £10billion, £450million operating P&L, over 3,000 retailers and 800 million customer visits. At Westfield and The Peel Group, I reported at Board level and introduced ground-breaking initiatives, setting industry standards in operating performance, achieving substantial return on investments. My company enjoys stability and growth and is a commercially viable trading entity.

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/ Communication	Large Scale Project Set Up/Manage

Selected Career Highlights

- Currently as Chief Executive and Company Secretary I have sole fiscal and corporate governance of the company
- Initiated, directed and successfully closed a multi-million-pound sale of the freehold interest of my company, RVT Enterprises UK Ltd, retaining ownership of the management company on a 5-year short term lease. Restoring commercial viability, through restructuring the business, reducing operating costs and reporting 6-figure pre-tax profit. Renewal 15 year lease terms agreed from August 2018
- Managed substantial prime commercial properties with a combined value of £10billion, comprising ,15 million square feet of prime lettable commercial assets, £450million P&L, over 3,000 national and independent retailers and 800 million customer base
- Exercised full accountability for Westfield £6billion commercial portfolio of 10 shopping centres totalling 5 million square feet of prime commercial retail, £200million P&L, 1,500 retailers. Increased retail sales across the portfolio from £760million to £1.4billion, increased non-rental income from £1.8million to £7.6million, increased car park income from £2.9million to £6.75million, increased asset value from £677million to £6billion. Deployed debt management strategy, ensuring payment and 98% collection within 28 days
- Delivered and managed multi-million pound large-scale set-up projects, Westfield London, Westfield Stratford, Westfield Derby, Merryhill in Birmingham, Trafford Centre in Manchester, and Meadowhall Centre in Sheffield, inputting concept and design, developing retail and catering strategies, and ensuring operational management effectiveness and the delivery of robust systems and procedures
- Directed the UK's most successful retail developments, Westfield, Trafford and Meadowhall, consistently increasing property values, exceeding rental expectations, and developing and implementing commercial and operating strategies that maximised performance
- Advanced business in the community initiatives delivering a number of firsts in the shopping centre industry including establishing a partnership with The Office of Fair Trading, (Retail Fair Trading Zone), Acclaimed Customer Service Programmes, Retail Global Economic Reporting, Retail World Study Tour, and Retail Crime Partnerships, shared with stakeholders and 800 million customers
- Created The Trafford Centre, Meadowhall Centre and Royal Vauxhall Tavern brands and integrated the Westfield global brand concept into the UK portfolio, placing stakeholder, retailer and customer perception at the heart of business, creating operational excellence
- Pioneered The Trafford Centre Recruitment and Training Foundation with Manchester TEC, partnering with over 200 national retailers for re-skilling 7,000 industrial sector workers to NVQ level to equip them for supervisory, retail, security, operational, catering and customer service jobs ensuring compliance of statutory and mandatory training needs for respective national retailer programmes

Career Summary

👤 CHIEF EXECUTIVE and COMPANY SECRETARY
🏢 The Royal Vauxhall Tavern: www.vauxhalltavern.com



2014 – present

- Restored commercial viability through restructuring the business, introduced a new business model, achieving a turnaround from a loss-making position to increasing sales by 51% to £1.7m, reporting six figure pre-tax profit for the last 3 consecutive year end
- Established as an award winning, Iconic London destination, where I provide 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 gaining recognition from top artists as a preferred venue of choice
- RVT operates in a competitive and diverse market, with onerous restrictions placed on the property. In the last four years, it has been made an asset of community value, Grade II listed, included in the local authority conservation area and designated Sui Generis status, however, despite the restrictions, the company continues to enjoy stability and growth and is a commercially viable trading entity

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



2005 – 2014

- Served as a 50/50 Joint Venture partner, owning the freehold interest of RVT Enterprises UK Ltd, and as a 50/50 Joint Venture silent partner in RVT Management Ltd, the operating company managing The Royal Vauxhall Tavern business
- Initiated, directed and closed the multi-million pound sale of the freehold interest to an international property company through a share purchase agreement, executed the turnaround strategy following consistent loss making, stabilised the business and returned it to commercial viability, reporting 6-figure pre-tax profit for the last three consecutive trading periods up to June 2018
- As Managing Partner at Alpine Commercial Recruitment, I directed the management, consultancy and recruitment services to the retail and commercial property industry across the UK, Europe and UAE, responsible for headhunting and senior level appointments
- As Interim Managing Director at Warner Estates, £720million property portfolio, 240,000 square metres of commercial retail space, £65million P&L, comprising 9 shopping centres and 700 national retailers. Identified and recovered £800,000 in uncollected rent
- Revitalised the commercially-deficient York Designer Outlet with £80million retail sales by reviewing and developing retail and operational strategy, securing Winter Wonderland from York City Centre 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

- Served as head of department with 18 direct reports and 300 directly employed staff in London head office and across the UK shopping centre portfolio, and as a member of the Westfield UK Executive Committee reporting to the Westfield Board.
- Set WSCMUK strategy and direction of the prime commercial property portfolio, all asset management functions, operational and brand management strategy, integrating a global brand to the UK market, briefing team and stakeholders on operational performance
- Achieved exceptional growth and stability during my tenure for £6billion prime commercial property portfolio, ten shopping centres, totalling 5m sq ft prime commercial retail space, through an effective strategy of management, acquisition, disposal and development
- Exercised full accountability for the £200million P&L, increased retail sales from £760million to £1.4billion, increased non rental income from £1.8million to £7.6million, increased asset value from £677million to £6billion, increase carp park income from £2.9million to £6.75million and deployed debt management strategy, ensuring payment and 98% collection within 28 days
- Forecast and executed the £27million operational annual service charge budgets across the portfolio improving the change management process for security, cleaning, building, facilities, health & safety and marketing, overseeing the contract tendering process, maintaining company global standards, reflecting RICS best practice, delivering operational and service charge excellence
- Directed the acquisition and due diligence process for the £1billion, 95,000-square-metre retail shopping centre Merryhill, whilst restructuring the business, I identified, £11million un-forecasted revenue, generating additional income with a 40% uplift to the P&L
- Responsible for 1,500 retailers on sales movements, and implemented new strategies to support under-performing retailers
- Recruited, mentored and retained direct reports to ensure standards were maintained and business plan objectives were delivered.
- Initiated ground-breaking customer service programmes and introduced commercial programmes across the portfolio for a range of UK commercial income generation, retail, catering, leisure and entertainment concepts, boosting retail sales, improving all income streams and strengthening profit retention across the UK commercial properties with 124million annual customer footfall

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



1995 – 2001

- Served as Director, at £1.2bn project, implementing strategic decisions during 4 years pre-opening in design, construction and management, reporting at board level to Peel Holdings with a further 2 years' post opening. Managed a landmark prime commercial retail development, with a combined 185,000 sqm of retail, 16,250 sqm of leisure and 13,950 sqm restaurant, catering and hospitality concepts with widely-acclaimed customer service programmes not previously delivered in the UK retail market. Adopted the visionary approach in providing live on-stage performances with A-list artists. Advanced ground breaking business initiative programmes in customer service programmes forging strong partnerships with retailers, customers, local authority and emergency services
- Accomplished exceptional growth, continuity and stability for the commercial business by devising the strategic plan, setting goals, determining business direction, and astutely managing £70million P&L, 300 national retailers, and 32 million annual customers
- Directed, developed, motivated and managed 11 direct reports and 300 directly employed staff across the areas of the business
- Achieved a £54million rent roll for opening of The Trafford Centre, doubling the £24million rental expectation set by Peel Holdings
- Advanced an innovative business partnership with The Office of Fair Trading – Retail Fair Trading Zone, a first in the UK retail industry
- Pioneered a recruitment and training foundation with Manchester Tec and Trafford Council for 200 national retailers for re-skilling 7,000 industrial sector workers to NVQ level to achieve, retail, security, operations, catering and customer service onsite jobs
- Secured Investors in People accreditation, becoming the first in the shopping centre industry in the UK to be IIP accredited

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



1989 – 1995

- Managed and implemented the retail, commercial and operational strategy for the £800million, 120,000-square-metre prime commercial shopping centre with £52million P&L, 280 national retailers, and 28 million annual customer visits. Led, developed and managed eight direct reports and 200 directly-employed staff, 6,000 retail staff and reported at Board level to Stadium Developments