



James Timpson

Managing Director, Timpson

James is Managing Director of Timpson, one of the most successful retailers in the UK with an outstanding reputation for employee engagement, service excellence and social innovation. Timpson have won a multitude of awards and operate over 850 shops in the UK and Ireland.

Through 650 shops across the UK and Ireland Timpson is the largest shoe repairer, key cutter, engraver and watch repairer. Over 3000 colleagues run the shops within an “upside down management” structure which Timpson has developed to ensure those serving customers are the most important in the business; everyone else is there to help.

Max Speilmann consists of 200 photo processing stores and is a recent addition to the Timpson family.

Before and after Durham University James worked in all areas of the business from branch manager to area manager until joining the Timpson House team.

James and his father John have created a unique business culture that is based on recruiting personalities and giving them complete authority to run their shops however they want. Timpson is well known as being a great place to work and has recently purchased a seaside hotel to increase the number of holiday homes for colleagues. James works with a number of prisons across the UK to recruit and train inmates so that on release they can join the Timpson business.

James is married to Roisin and they live with their three children near Chester.

Themes

Upside down Management

Service Excellence

Leadership

Creating a ‘Great Place to Work’ Culture

Social Innovation

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