

A portrait of Iain Finlayson, a man in a dark suit, white shirt, and dark tie, smiling. The background is a blurred indoor setting, possibly a retail store.

# IAIN FINLAYSON

## **Estate Director at Liverpool ONE**

Iain joined Liverpool ONE in 2013 and started in the role of Estate Director in 2021, moving internally from his role of Business Performance Director. His role is to lead one of the UK's most successful retail and leisure destinations to ensure best-in-class experience for tenants and customers alike.

Iain's retail background, encompassing Blackwell's Bookshops and IKEA, ensures a passion for service delivery and experience is at the heart of everything he does. Knowing the customer and knowing what they want is a passion of the Liverpool ONE team, and having overseen the most successful Christmas ever, followed by the strongest start to a year since 2018, this approach is paying dividends.