

Claire Miles



Claire began her career working as a Statistical Analyst, before moving on to lead the Financial Services team at CACI. She then joined dunnhumby as Group Accounts Director, before moving across to the retail banking sector.

In total Claire spent 14 years working in financial services where she latterly led credit card businesses for HSBC, General Electric and Santander before joining Centrica in August 2010.

Claire began her Centrica career as Commercial Director for the British Gas Services business and in January 2013 she became Managing Director of British Gas Energy Efficiency (BGEE), where she was responsible for delivering consumer energy efficiency obligations set by the government.

At the end of 2014, Claire became Managing Director for HomeCare, the UK's largest domestic appliance insurance business with responsibility for 4 million homes and over 12k people. In July 2016, she was appointed to the role of managing director of UK Customer Operations for Centrica Consumer. Here, she led the establishment of a new customer operations model, making significant improvements in customer service performance whilst driving efficiencies through digitisation and automation.

In January 2018, Claire was appointed as Managing Director of Centrica Hive Limited, the UK's number one connected home services provider. Her focus is to lead the growth of the Hive business and its range of smart home products and services through the next phase of its journey, moving it from start up to scale up and expanding into new markets and geographies as it continues to transform and innovate.

Claire joins Yell Limited as Chief Executive on 1 October 2019.

Claire is on the Board of Northgate PLC, the leading commercial vehicle rental business in the UK and Spain. She studied Mathematics at Aston University and has an MSc in Mathematical Modelling from Cranfield.