

Elliotts
help you build



Branch Support Services

Introduction

A question I've been asked a few times over the last couple of months is 'who does what in the office?' Obviously we need to get better at telling you what you can expect from our office teams, who does what in each team and where to go if you need advice or support.

I am clear that the purpose of our office teams is to support our branch teams, with each office team offering a specific area of expertise. In response, we've put this simple document together to explain who works in the office, what they do and how to contact them. We've even taken some new photos!

We texted out a link to this document so that everyone can access it on their phones... rather than relying on access to the intranet, or a printed copy shared in a yard hut or break room.

If you have any comments or suggestions on how we can improve this again, please let me know directly on;

07794 999 705

or

paul.chadwick@elliotts.uk

Cheers,
Paul



Paul Chadwick

Chief Operating Officer

Contents

IT

For all your hardware, software, network issues

Pages
1 - 2

OPERATIONS

For all your branch, vehicle related questions and issues.

Pages
3 - 4

HR

For all your advice, sickness, wellbeing, benefits and more!

Pages
5 - 8

PURCHASE LEDGER

For all your credit, payment, supplier related questions and issues.

Page
9

BANKING

For all your hardware, software, network issues

Page
10

CREDIT CONTROL

For all your invoicing, processing accounts, releasing orders

Page
11

ACCOUNTS

For all your financial questions and enquires

Page
12

WEB TEAM

For all your web orders, stock and maintenance of the site

Page
13

MARKETING

For all your brand, social media, internal comms and instore assests

Page
14

CIVILS

Page
18

For all your Civils information, orders, stock & questions

TIMBER

Page
19

For all your branch, vehicle related questions and issues.

JOINERY

Page
20

For all your Joinery orders, stock & questions

BRICKS & BLOCKS

Page
21

For all your Bricks & Blocks orders, stock & questions

DEFI DRYLINING, EXTERIOR FINISHES & INSULATION

Pages
22

For all your Drylining & Insulations orders, stock & questions

ROOFING

Page
23

For all your Roofing orders, stock & questions

KEY ACCOUNTS

Page
24

For all your Key Account information, orders, stock & questions

NATIONAL HOUSE BUILDERS

Page
25

For all your NHB information, orders, stock & questions

HELP YOU BUILD

Page
26

For all your Help You Build information, orders, stock & questions



Team

- Adam Gunning
- Peter Haskew
- Spencer Thwaites



Hours

Monday to Friday: 06:45 to 17:00
 Saturday: 08:00 to 12:00



Saturdays are covered by phone on an "On-Call" basis, for critical / extraordinary issues only (see definitions to the right).

This means that we may not have our computers fired up, or a notepad handy to jot down notes, so please don't be annoyed if you are asked to email over some specific details (for example an order number).

What we do

- ✓ IT hardware (computers, monitors, phones)
- ✓ Network management (system performance)
- ✓ Software development and support (e.g. Intact)
- ✓ Helpdesk management and user support
- ✓ Information security
- ✓ Disaster recovery

Contact us

The IT Helpdesk phone number automatically selects the correct people to ring to ensure there is full cover of the single IT Helpdesk number.



This means you only ever need to call the helpdesk number, for your call to be answered!

Severity (definitions)	Best contact method
Low	Raise a helpdesk ticket W elliotts.freshservice.com E it.helpdesk@elliotts.uk
Normal	Raise a helpdesk ticket
High	Raise a helpdesk ticket
Critical	Ring helpdesk (02380) 38x5321
Extraordinary	Adam's mobile (07827) 805 060

Low

An issue or an idea which would be nice to have, or may form part of a bigger project / change to process.
e.g. A request to bring additional information into a particular screen in IQ.

Normal

An issue which affects a single transaction, supplier, product or workstation Which can be worked around, but needs resolving in a timely manner.
e.g. Unable to make changes to a delivered order which isn't yet due, issue with stock takes, IBTs, supplier invoicing.

High

An issue which limits our ability to trade efficiently, or could limit our ability to serve customers on time and in full.
e.g. A digital fleet device, printer, signature pad or other peripherals have broken.

.....

Critical

An issue which directly affects our ability to serve a customer / multiple customers.
e.g. Issue completing a customer transaction, issue with taking payment / refunding payment, multiple workstations, or multiple phones not working.

.....

Extraordinary

An extraordinary out of hours event has happened which will affect our ability to trade.
e.g. Branch has been broken into, caught on fire, flooded overnight.

Meet the team



Adam Gunning
Head of IT



Peter Haskew
Business Systems Analyst



Spencer Thwaites
Business Systems Commercial Lead

OPERATIONS



Team

- Steven Webber
- Jon Leyman
- Caitlin Budd
- Gary Kimber



Hours

Monday to Friday:
08:00 to 17:00

Saturday:
No Cover



What we do

- ✓ Compliance
- ✓ Fleet management
- ✓ Health & Safety
- ✓ Facilities management
- ✓ Security

Contact us

General enquiries:

- E** operations@elliotts.uk
- E** hello@opus-safety.co.uk



Jon Leyman
Facilities Manager

- T** 07768 315766 or 023 8038 5351
- E** john.leyman@elliotts.uk

Caitlin Budd
Operations Coordinator

- T** 023 8038 5384
- E** caitlin.budd@elliotts.uk

Gary Kimber
Transport and Operations Manager

- T** 07392 442656 or 023 8038 5323
- E** gary.kimber@elliotts.uk

Meet the team



Steven Webber
Operations Director



Caitlin Budd
Operations Coordinator



Jon Leyman
Facilities Manager



Gary Kimber
Transport and Operations Manager

Useful numbers

Lorry servicing and repairs	Hendys	02380 483100	dpledger@hendy-group.com
Crane servicing and repairs	Ferndown Commercials	01202 877345 (option 1)	service@ferndown-com.co.uk
Driver compliance management	FTA Vision	01892 552224	tachosupport@fta.co.uk
Breakdown cover for vans	RAC	0333 202 3000	
Windscreen replacement	National Windscreens	02380 338555	
Windscreen repair	Glasweld	0800 243274	
Hydraulic hose issues	Pirtek	02380 337737	info@pirteksouthampton.co.uk
Electrician	Sparky & Co	07534 961194	pete@sparkysandco.co.uk
Intruder alarm, fire and smoke monitoring	The Alarming Company	01329 314444	admin@alarming.co.uk
Tyre repairs/replacements	Tructyre	033 0107 2304	r4office@tructyre.co.uk
Tyre repairs/replacements	Horndean Tyres	02392 571150	rich@horndeantires.co.uk
Yard drainage issues	The Drain Experts	01425 653 889	info@thedrainexperts.co.uk
Security fencing	Beeline Fencing	07487 828466	mbuxey@beelinefencing.co.uk
Automatic doors	FAAC	01256 318100	
Roller doors	Southern Industrial Doors	02380 644146	info@southernindustrialdoors.co.uk
Pest control	Rentokil	0808 231 9709	info-uk@rentokil.com
Air conditioning	Atlantic Refrigeration	02380 339141	office@atlantic-refrig.co.uk
CCTV	HikVision Tellivue	020 7846 3300	support@tellivue.com
Bodybuilder (69 plate and newer)	Hortons	07866 562315	jeff.wentworth@hortoncommercials.com
Bodybuilder (68 plate and older)	Solent Bodybuilders	07715 476870	jon@solentbodybuilders.co.uk
Van hire	U-Drive	02380 772222	corporate@u-drive.co.uk
Load Security	CargoStop	01206 224444	xander.barber@cargo-stop.com

Team

- Sarah Clements
- Emily Isted
- Emily Wilson



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we do

Create people strategies to drive business performance On a day to day basis this means:

- ✓ Recruitment & Induction
- ✓ Payroll
- ✓ Facilitate training and development
- ✓ Advice on managing and developing people
- ✓ Engagement, wellbeing and communication
- ✓ Manage Pay and Benefits
- ✓ Manage iTrent and Team Tailor (HR systems)

Contact us


Email us so that we have a record of your query and make sure the right person in the team deals with it.

That way you won't notice if one of us is off.

We aim to reply to all emails within 2 working days.

General  hr@elliotts.uk

Payroll  payroll@elliotts.uk

Tax or NI deductions  elliottbrothers@mhr.co.uk

If you want to test something with us that's a bit more complicated please pick up the phone and talk to us!

Meet the team



Sarah Clements

Head of HR



Emily Isted

Senior HR Advisor



Emily Wilson

HR Coordinator



HR questions and answers

Benefits

I want to tell candidates I'm interviewing about our great benefits – where can I find a full list?

An up to date list is on the Manager Toolkit, which all Branch Managers have access to. We'll also be updating the intranet too over the coming months with further information on each of our benefits for everyone to access.

How does someone on my team contact our Employee Assistance Programme (EAP)?

Our EAP is run by Health Assured and is available 24/7. Further details including our log ins and access to the App are available on the intranet: [Elliotts Intranet - Health Assured 24 hours a day](#)

A member of my team needs to have their eyes tested – do we contribute towards the cost?

Yes! We'll contribute up to £80 for an eye test and towards glasses. They should complete an expenses form in the usual way, with a receipt.

A member of my team wants to apply for the cycle to work scheme – what do they (and I) need to do?

Full details are available on the intranet: internal.elliotts.uk/content/elliotts-bike-scheme

There's also a leaflet on the Manager Toolkit, under benefits.

Once the process is complete we'll set up a monthly deduction from payroll – if someone later down the line wants to know how much is left to pay they can email the HR inbox anytime and we'll check our records and let them know their balance.

How do I know how much annual leave someone on my team is entitled to?

You can find this information from iTrent. There's a user guide on the Manager Toolkit which gives you further information. If you need further help please email the HR inbox or give Emily a call

Payroll

When's payroll and overtime cut off each month?

It varies each month, depending on which day of the week pay day falls on. Emily will email you with the exact date every month. Please ensure you authorise anything outstanding in good time - We'll be sticking to the cut off dates published, unless there's an exceptional reason – too many changes after cut off creates a lot more work for all of us.

Who should we contact for queries on tax or national insurance deductions?

For any questions on tax, NI or other statutory payment such as statutory sick or maternity pay, please ask them to contact our payroll provider direct via email: elliottbrothers@mhr.co.uk

Who deals with pension queries?

We'll pick up anything that has an impact on payroll – so for instance if someone wants to increase their pension contribution. You'll need to contact Finance with any questions regarding the scheme itself. If someone is looking for what to do with a pension or its' value, they'll need to speak to a qualified independent financial advisor instead.

HR

What right to work document should I ask my new starter to bring in on their first day?

Ideally a UK passport or a full birth certificate. Unfortunately we can't accept a Driving Licence because it's not enough to prove the right to work (these are UK Immigration rules, not ours!). If someone has a non UK passport they'll also need to prove to us they have the right to work in the UK, which is generally a Visa. If you're unsure whether the documentation you're checking is acceptable please contact us urgently and we can advise you.

What is important is you check the document to make sure it looks genuine, ie the photo/date of birth match the new starter. Please ensure you take a copy and include the date you checked it – send that over to HR and we'll hold it on our records, to show we're legally compliant.

If your new starter doesn't bring in their documents on their first day please call us urgently for advice.

Do we have an employee handbook?

We don't - because we don't want to be bound by loads of unnecessary rules! We expect everyone to act like a grown up! However, we recognise we need a framework and we therefore have to have certain policies, so those we do have are on the intranet: internal.elliotts.uk/content/update-hr-policies

We'll be reviewing these in the coming months to make sure they reflect our values and we'll let you know when they've been updated.

Part of
Employee
**Benefits
Guide**

NEW EMPLOYEE ASSISTANCE PROGRAMME

Now available

- ✓ Life, Health & Wellbeing support
- ✓ Legal & financial advice
- ✓ Discounts on shopping, days out and more...



#TeamElliotts

PURCHASE LEDGER



Team

- Caryn Frecknall
- Zack Miles
- Chris Smith
- Sammie Morrow
- Libby Pritchard



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



Contact us

In first instance, use

E purchaseLedger@elliotts.uk

If urgent

T 02380 38x5325



Emails will generally be dealt with or replied to within a few hours, but by the end of the following working day at the latest

What we do

Ensuring payment is received in full for all goods that have been supplied on credit and allocating all payments received to the correct customer invoices.

- ✓ Investigating supplier account issues
- ✓ Proforma invoice payments
- ✓ Completing weekly payment runs
- ✓ Completing supplier credit applications
- ✓ Managing overdue supplier invoices
- ✓ Setting up and amending supplier accounts
- ✓ Supplier invoice queries
- ✓ Statement reconciliation's
- ✓ Staff expenses
- ✓ CIS queries

Meet the team



Caryn Frecknall

Purchase Ledger Supervisor



Sammie Morrow

Purchase Ledger Clerk



Chris Smith

Purchase Ledger Clerk



Team

- Zack Miles
- Libby Pritchard



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we do

Ensuring a smooth processing of all banking operations including making payments, checking all payments of cash account orders have been received and completing bank

- ✓ Checking to see if a BACS transfer has been received
- ✓ Cash drawer/banking/loomis
- ✓ Petty cash receipts/issues
- ✓ Help in processing payments
- ✓ Any general banking related queries

Contact us

Emails will generally be dealt with or replied to within a few hours, will be by the end of the following working day at the latest



E zack.miles@elliotts.uk

T (02380) 38x5315

E libby.pritchard@elliotts.uk

T (02380) 38x5334

Back up

E purchaseLedger@elliotts.uk

T (02380) 38x5325

Meet the team



Zack Miles
Accounts Assistant



Libby Pritchard
Accounts Assistant

CREDIT CONTROL



Team

- Sue Street
- Julie Aspery (J - Z)
- Samantha Fox (A - I)



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we do

Ensuring payment is received in full for all goods that have been supplied on credit and allocating all payments received to the correct customer invoices.

- ✓ Releasing orders from credit control hold
- ✓ Processing account applications
- ✓ Confirming customer account balances
- ✓ Credit limit reviews
- ✓ Taking card payments
- ✓ Order no. format enquiries
- ✓ Amending and maintaining customer accounts
- ✓ Invoice queries
- ✓ Trade reference requests

Contact us



Sue Street

E sue.street@elliotts.uk
T (02380) 38x5313

Samantha Fox

E samantha.fox@elliotts.uk
T 02380) 38x5314
(for customer accounts A to I)

Julie Aspery

E julie.aspery@elliotts.uk
T 02380) 38x5317
(for customer accounts J to Z)

Credit Control

E credit.control@elliotts.uk
T (02380) 38x5312

Meet the team



Sue Street

Credit Control Manager



Julie Aspery

Credit Controller



Samantha Fox

Credit Controller



Team

- Neil Oram
- Sam Withers



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



Contact us

For any product issues, questions, suggestions, urgent order or payment related issues give us a call so we can deal with it immediately for you.



T 023 8038 5284

What we do

Our team oversee all of Elliotts accounting activities, to ensure that ledgers accurately reflect money coming in and out of the company.

- ✓ Management Accounts
- ✓ Cash flow management
- ✓ Month end reconciliation
- ✓ End of year forecasting
- ✓ Overhead reviews
- ✓ Monthly reporting - Department packs
- ✓ Monthly reporting - Branch packs
- ✓ Tax returns
- ✓ Payroll
- ✓ Ad hoc financial analysis
- ✓ Audits

Meet the team



Neil Oram

Financial Controller



Sam Withers

Management Accountant



Team

- Mark Jones
- Oliver Hood
- Kevin Withers



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



Contact us

Please email the central mailbox with any product issues, questions or suggestions. For any urgent order or payment related issues give us a call so we can deal with it immediately for you



T 023 8038 5368

E webteam@elliotts.uk

What we do

Ensure our customers can browse our product range, check stock, place orders and manage their accounts online.

- ✓ Online product catalogue management
- ✓ Sourcing product specs and images from suppliers
- ✓ Online orders, payments and refunds
- ✓ Customer support and queries
- ✓ Data modelling and integration
- ✓ Analytics and reporting
- ✓ Website development and testing

Meet the team



Mark Jones

Head of Digital



Kevin Withers

Ecommerce Manager



Oliver Hood

Data Analyst



Team

- Natalie Thomas
- James Harris
- Rachel Barnes
- Kirsty Philips
- Emma McTaggart



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



Contact us

We always want your ideas – you will see opportunities in your region which we don't, so please do contact us should you find a great way to promote Elliotts! Or perhaps you need something specific which is really going to help the sales of your branch – don't hesitate to get in touch and we'll do our very best to investigate, design, source, supply – and help you measure the impact.



E marketing@elliotts.uk

What we do

Ultimately our Marketing Team here is responsible for targeted campaigns to trades in our region to promote Elliotts as the first choice for their building projects, to drive sales online and in branch. We also can help support our branches and teams with support materials to help deliver a great experience to our customers.

- ✓ Brand management
- ✓ Advertising campaigns on Facebook & Instagram
- ✓ Advertising campaigns on PPC on Google
- ✓ Email & SMS campaigns
- ✓ Local advertising, PR and Sponsorship
- ✓ Events instore and in our region
- ✓ Commercial promotions
- ✓ Instore assets and collateral
- ✓ Internal communications
- ✓ Website content
- ✓ SEO and Organic campaigns

Meet the team



Natalie Thomas
Head of Marketing



James Harris
Creative Lead



Emma McTaggart
Digital Marketing Specialist



Kirsty Philips
Content Marketing Specialist



Rachel Barnes
Marketing Apprentice

Welcome

to the **sales hub**

- We are a **professional** and welcoming team
- We share **knowledge** and best practice, utilising the tools available to us
- We **support** one another to get the job done
- We give and receive meaningful and **timely** feedback
- We create a **comfortable** office environment for all
- We are positive, **friendly** and **respectful** of each other

We are one team

Elliotts | sales hub



Team

- Matthew Adlington
- Vaughan Collins
- Becky Rose
- Gary Maries



Contact us

T 023 8038 5360 Ext: 5360

E civils@elliotts.uk



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we specialise in

- ✓ Product knowledge
- ✓ Contract support
- ✓ Market knowledge
- ✓ Groundworks
- ✓ Non stocked items
- ✓ Plant hire
- ✓ Product training
- ✓ Ground stabilisation
- ✓ Supplier relationships

What we sell

- ✓ Lintels & structural steels
- ✓ Ducting and land drain
- ✓ Windposts
- ✓ Commercial block paving
- ✓ Direct loads Sand / Aggs
- ✓ Plastic & concrete drainage
- ✓ Readymix concrete & pumps
- ✓ Water attenuation solutions
- ✓ Reinforcing mesh & bar
- ✓ Manhole covers and gratings
- ✓ DPMs and DPCs
- ✓ Road repair
- ✓ Concrete Floorbeams
- ✓ Geotextiles, geogrids & gabions
- ✓ Brickwork ancillaries
- ✓ Street furniture

If the product you are looking for isn't listed, give the team a call and we will source it for you.

Meet the team



Matt Adlington
Commercial Manager



Vaughan Collins
Sales Consultant -
Civils & Lintels



Becky Rose
Business Development
Manager



Gary Maries
Sales Consultant -
Civils & Hire



Team

- Bob Tee
- James Farwell
- Karam Potiwal



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we specialise in

- ✓ Product knowledge
- ✓ Chain of Custody
- ✓ Market Knowledge
- ✓ Data Sheets
- ✓ Non stocked items
- ✓ Branch Timber orders
- ✓ Product Training
- ✓ Shoreham Invoicing
- ✓ Supplier Relationships
- ✓ Specialist support for NHB & Key Accounts

Contact us

Branch Orders: **E** timber@elliotts.uk

Engineered Timber: **E** engineeredtimber@elliotts.uk
T 023 8038 5398 Ext: 5306



What we sell

- ✓ Carcassing
- ✓ Roof Trusses
- ✓ CLS
- ✓ Engineered I-joint Floors
- ✓ Planed Softwood
- ✓ Engineered Metal Web Floors
- ✓ Softwood Mouldings
- ✓ Glulam
- ✓ MDF Mouldings
- ✓ Hardwood Mouldings
- ✓ Structural Plywood
- ✓ Planed Hardwoods
- ✓ Hardwood Plywood
- ✓ Decking & Ancillaries
- ✓ Marine Plywood
- ✓ Sleepers
- ✓ OSB
- ✓ Fencing

If the product you are looking for isn't listed, give the team a call and we will source it for you.

Meet the team



Bob Tee

Commercial Manager



James Farwell

Assistant Category
Manager



Karam Potiwal

Sales Consultant - Timber



Team

- Victoria Anderson
- Ellie Ingram



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we specialise in

- ✓ Product Knowledge
- ✓ External joinery
- ✓ Market Knowledge
- ✓ Project specification
- ✓ Non stocked items
- ✓ Data sheets
- ✓ Product Training
- ✓ Up selling/Switch selling
- ✓ Supplier Relationships
- ✓ Value added engineering
- ✓ Internal joinery
- ✓ Branch quote support

Contact us

T 023 8038 5340 Ext: 5305

E joinery@elliotts.uk



What we sell

- ✓ Internal doors & doors sets
- ✓ Loft Hatches
- ✓ External doors
- ✓ Garage doors
- ✓ Flat entrance door sets
- ✓ Cavity Formers
- ✓ Bespoke Doors
- ✓ Ironmongery
- ✓ Aluminium windows
- ✓ Wall Panel Systems
- ✓ Timber Windows
- ✓ Mouldings
- ✓ UPVC Windows
- ✓ Door Linings
- ✓ Pocket Door Systems
- ✓ Stair Parts
- ✓ Flooring
- ✓ Stairs

If the product you are looking for isn't listed, give the team a call and we will source it for you.

Meet the team



Victoria Anderson
Commercial Manager



Ellie Ingram
Sales Consultant

BRICKS & BLOCKS



Team

- Hayley Straker
- Sam Bull

• Ed Briggs



Contact us

- E** bricks@elliotts.uk
- T** (02380) 385 341 Ext:5357



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we sell

- ✓ Bricks
- ✓ GRP chimneys, canopies, dormers etc
- ✓ All block types
- ✓ Brick Arches
- ✓ Special shape bricks (purpose made or cut & bond)
- ✓ Wet & dry cast stone

If the product you are looking for isn't listed, give the team a call and we will source it for you.

What we specialise in

- ✓ Product Knowledge
- ✓ Face to face customer meetings
- ✓ Market knowledge
- ✓ Facilitating forecast orders for customers
- ✓ Non stocked items
- ✓ Finding alternatives to specified products
- ✓ Supplier relationships
- ✓ Brick Matching
- ✓ Site specification & matrix offers with customers
- ✓ Brick slip cutting
- ✓ Bespoke special brick fabrication
- ✓ Scheduling branch stock for bricks and aerated blocks

Meet the team



Hayley Straker
Commercial Manager



Sam Bull
Sales Consultant



Ed Briggs
Sales Consultant



Team

- Ed Butcher
- Stuart Battle



Contact us

- T** 023 8038 5395 Ext: 5353
- E** DEFI@elliotts.uk



Hours

Monday to Friday: 08:00 to 17:00
 Saturday: No Cover



What we specialise in

- ✓ Product Knowledge
- ✓ U Value Calculations
- ✓ Checking Specifications
- ✓ Supplier Relationships
- ✓ Help with Fire Ratings
- ✓ Product Data Sheets
- ✓ Help with Acoustics
- ✓ BBA Certification
- ✓ Non Stocked Items
- ✓ Fire Protection Certification
- ✓ Warranted Systems
- ✓ Pricing Insights
- ✓ Site Visits
- ✓ Product Training

What we sell

- ✓ Foundation Insulation
- ✓ Cement Cladding
- ✓ Floor Insulation
- ✓ Render Carrier Boards
- ✓ Cavity Insulation
- ✓ Cavity Closers & TCB's
- ✓ Cut Building boards
- ✓ Internal Wall Insulation
- ✓ Internal Drylining
- ✓ Bespoke Insulation
- ✓ Fixings, Compounds & Tapes (Drylining)
- ✓ Ceiling Insulation Pads
- ✓ Finishing Products (Drylining)
- ✓ Fire Protection - Boards, Batts & Collars
- ✓ Structural Building Steel (SBS)
- ✓ Acoustic Drylining & Insulation Products
- ✓ Sheathing Products
- ✓ Plastering Products
- ✓ Facade Finishes
- ✓ Thermal Laminates
- ✓ Airtight Membranes
- ✓ Roof Insulation - Flat & Pitch
- ✓ Laminated Building Boards
- ✓ Cut to Falls Roofing Insulation
- ✓ Screeding Insulation & Polythenes
- ✓ Breathable Membranes
- ✓ Raised Access Flooring
- ✓ External Wall Insulation
- ✓ Cut Insulation
- ✓ Soffit Insulation
- ✓ Renders
- ✓ Ceiling Systems

If the product you are looking for isn't listed, give the team a call and we will source it for you.

Meet the team



Ed Butcher
 Commercial Manager



Stuart Battle
 Sales Consultant

ROOFING



Team

- Vacancy - Contact Hayley Straker in the meantime



Contact us

New Enquiries: [E roofing@elliotts.uk](mailto:roofing@elliotts.uk)



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we specialise in

- ✓ Product Knowledge
- ✓ Tile Matching
- ✓ Market Knowledge
- ✓ Samples
- ✓ Non stocked items
- ✓ Customer Quotations
- ✓ Product Training
- ✓ Face to face customer meetings
- ✓ Supplier Relationships
- ✓ Data

What we sell

- ✓ Concrete Tiles & Fittings
- ✓ Torch On Felt
- ✓ Clay Tiles & Fittings
- ✓ EDPM Rubber
- ✓ Natural Slate
- ✓ Liquid Membranes
- ✓ Manmade Slate
- ✓ Roof Accessories
- ✓ Roof Windows
- ✓ Breather Membranes
- ✓ Roof Sheets
- ✓ Ventilation
- ✓ Lead

If the product you are looking for isn't listed, give the team a call and we will source it for you.

Meet the team



Hayley Straker

Commercial Manager



KEY ACCOUNTS

Team

- Genna Gale
- Claire Wilson
- Lorraine Rolls



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we do

The Key Accounts team look after a specialist ledger with a focus on existing customers. Our ledger is always open to growth and change, with currently 15 customers, mainly regional house builders and developers. This ledger is a mix of Key Accounts owned as well as jointly owned with an Account Manager. Our team supports our customers and Account Managers in all aspects of trading with Elliotts. We work with our customers on specifications prior to site starting offering our wide range of core and specialist products. Our team facilitates all transactions throughout the branch network, direct to site and work with our specialists teams within the Sales Hub.

Contact us

E keyaccounts@elliotts.uk



Genna
T 07713 267213

Lorraine
T 07795 304277

Claire
T 07702 563569

Meet the team

Genna Gale, Key Account Manager

- External support for KA & account managed customers.
- Oversees the day to day, facilitates and coordinates transactions.
- Grow and maintain existing customer relationships, sales and SOW

Claire Wilson, Key Accounts Internal Sales

- Supports the growth and maintaining of customer relationships
- Day to day input & management of our customers' and account managers' requirements/transactions
- Supports external visits with Gen and account managers

Lorraine Rolls, Key Account Co-ordinator

- Supports the growth and maintainance of customer relationships
- Day to day input & management of our customers and account managers requirements/transactions

Meet the team



Genna Gale

Key Account Manager



Claire Wilson

Key Accounts Internal Sales



Lorraine Rolls

Key Account Co-ordinator

“My team are pivotal to the success of KA and bring their own set of skills, product knowledge and experience. Between us we have over 50 years experience working in the industry, the majority of which spent with Elliotts. We pride ourselves on the strong relationships we hold throughout the business and with our customers”

NATIONAL HOUSE BUILDERS



Team

- Paul Shean
- Ken Glendinning
- Tom Nichols
- Jenny Lee



Contact us

New Enquiries: [E NHB@elliotts.uk](mailto:NHB@elliotts.uk)



Hours

Monday to Friday: 08:00 to 17:00
Saturday: No Cover



What we Do

The NHB team look after a ledger of 60 customers. These consist of national housebuilders, regional housebuilding contractors and some more specialist contractors as well. Our job as a team is to provide a wide range of products to our customers with the assistance of our specialist teams and branch network

Meet the team

Paul Shean, Technical Manager

- Completes large take-offs and schedules from drawings
- Prices these projects with the team

Ken Glendinning, NHB Co-ordinator

Jenny Lee, NHB Sales Consultant

- Both Ken and Jenny are internal account managers who assist customers with day-to-day orders, enquiries and queries
- They are vital in improving/maintaining our relationships with key customers.

Tom Nichols, NHB BDM

- External face of the NHB team
- Grow customer relationships and bring in new enquiries

Meet the team



Paul Shean
Technical Manager



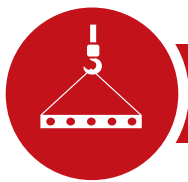
Ken Glendinning
NHB Co-ordinator



Jenny Lee
NHB Consultant



Tom Nichols
NHB
Business Development
Manager



Team

Project Owners

Account Managers

Package Owners

Commercial Teams



Contact us

Managed by: Izy Hinchley

E izy.hinchley@elliotts.uk



Hours

Monday to Friday: 14:00 to 16:30
Saturday: No Cover



What we specialise in

At Elliotts we want to be project focused, helping our customers build through insight of their needs and requirements from as early as possible in the decision making process.

Loading a project onto the HYB tool helps our sales and commercial team have full visibility of the project ensuring we add value to our customer while winning as much as possible from the build.

Project Owners

- Load the projects onto HYB
- Provide all initial information regarding packages and ensure it is as accurate as possible
- Provide support to the package owners if additional plans or site visits are requested

Package Owners

- View and update packages regularly to maximise the chances of us winning the order
- Review plans and ensure customers are aware of what we can offer
- Liaise with customers/project owners to discuss specifications

HYB Support



Izy Hinchley

Office Supervisor
Sales Hub