



# 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](mailto:paul.chadwick@elliotts.uk)

Cheers,  
Paul



**Paul Chadwick**  
Chief Operating Officer

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**Team**

- Adam Gunning
- Peter Haskew

- Gemma Mills
- Bernie Condon

**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	<b>Raise a helpdesk ticket</b>  <div><div>W</div>elliotts.freshservice.com</div> <div><div>E</div>it.helpdesk@elliotts.uk</div>
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



**Gemma Mills**  
IT Technician



**Bernie Condon**  
Business Systems Analyst



# OPERATIONS



## Team

- Steven Webber
- Vicky Waters
- Jon Leyman



## Hours

Monday to Friday: 08:00 to 17:00

Saturday: No Cover

Out of hours:

Call mobile numbers (See below)



## 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



**Steven Webber**  
Operations Director

- T** 023 8038 5343
- M** 07713 267205

**Jon Leyman**  
Operations Support Manager

- T** 023 8038 5351
- M** 07768 315766
- E** jon.leyman@elliotts.uk

**Vicky Waters**  
Operations Coordinator

- T** 023 8038 5384
- E** vicky.waters@elliotts.uk

## Meet the team



**Steven Webber**  
Operations Director



**Jon Leyman**  
Operations Support Manager



**Vicky Waters**  
Operations Coordinator

## 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@horndean tyres.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	0333 006 3443	service.esuk@faactechnologies.com
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
Traffic barriers	Protek	023 8066 0022	info@proteksecurity.co.uk
Plumber	Simon Nijjer	07979 527067	
Tag alarm system	B2B	01189 328088	
Vending machine	The Vending People	03300 241125	



## Team

- Sarah Clements
- Emily Isted
- Emily Wilson
- Bea Preston



## What we do

Create an amazing people experience to help you help our Customers build.

On a day to day basis this means:

- ✓ Recruitment & Induction
- ✓ Managing payroll, pay and benefits
- ✓ Training and development
- ✓ Advice on managing and developing people
- ✓ Engagement, wellbeing and communication
- ✓ Manage & develop HR systems iTrent and Team Tailor

## Meet the team



**Sarah Clements**  
Head of HR



**Emily Isted**  
Senior HR Advisor



**Emily Wilson**  
HR Coordinator



**Bea Preston**  
HR Support Apprentice

## Hours

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



## 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 enquiries:

- E** hr@elliotts.uk
- T** 023 8038 5288

### Payroll:

- E** payroll@elliotts.uk

### Beach Hut bookings or questions:

- E** hut170@elliotts.uk

### Sarah Clements

- E** sarah.clements@elliotts.uk
- T** 07788 368786 or 023 80385380

## HR questions and answers

### Benefits

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

There's loads of Information on the intranet and posters on People Boards, with handy QR codes to scan using your phone.

#### How do I contact the Employee Assistance Programme. Health Assured for advice?

Help and advice is available 24/7, either by downloading the **Wisdom App** or by telephoning **0800 023 2296**. Either way you'll need to quote our reference, which is **GZIP**.

#### I need to have my eyes tested – does Elliotts contribute towards the cost?

Yes! We'll contribute up to £80 for an eye test and towards glasses bi-annually. You'll need to complete an expenses form in the usual way, with your receipt.

#### I want to apply for the cycle to work scheme – what do I need to do?

There's an application form and supplier list on the intranet or use the QR code on the People Board poster. Once your application is complete we'll set up a monthly deduction from payroll – if later down the line you want to know how much is left to pay email the HR inbox anytime and we'll check the balance for you.

#### How do I apply for a loan?

Speak to your Manager who will show you where to find a loan application form. If they sign it off they'll forward to us to review affordability. If agreed we'll arrange for the funds to be transferred to your bank and start the repayments through payroll.

#### I hear we offer unlimited training – how do I get it signed off?

Have a think about what you'd like to learn to help with your personal development or career, then chat with your manager. If they agree they'll put forward the request and details. Remember the best training is often 'on the job' or by shadowing someone else or spending time in another team or department – and we're happy for you and your Manager to agree it and just crack on with it.

#### I referred someone for a job here and they've just started. How do I claim my referral bonus?

Make sure they tell us on their new starter form when they join – and then you need to email the payroll inbox. We'll do the rest and pay you £250 in the following month. Once they've worked for us for 6 months we'll pay you a further £250.

## Payroll

### When's payroll and overtime cut off each month?

It varies each month, depending on which day pay day falls. We email all Managers with the exact date every month, so they'll be able to tell you. We have to stick to the cut off dates, unless there's an exceptional reason because too many changes after cut off creates a lot more work for everyone.

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

Your tax code and deductions are set by HMRC, not us, so any questions on tax or NI you'll need to contact HMRC direct

### Who deals with pension queries?

HR pick up anything which impacts payroll – ie if you want to increase your pension contributions. Finance manage the scheme with Scottish Widows. If you're looking for advice on what to do with your pension you'll need to speak to a qualified independent financial advisor instead.

## HR

### How do I know how much annual leave I've got left?

You can find this information from iTrent, on Employee Self Service (ESS).  
You'll find a QR code on your People Board if you need help logging in. If you want a reminder of your log in details then email the HR inbox or give us a call.

### How do I update my address, my mobile number or my personal email address?

Again through iTrent/ESS – it's dead simple but if you get stuck take a look at our ESS guide.

### I'm not getting any Elliotts texts – what do I do?

We text everyone with important updates and we'll use the mobile number you've given us, so if you're not getting the texts firstly check your mobile number is correct on ESS and if it is, email the HR inbox to tell us you're not receiving the information from us and we'll look into it at our end.

### 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 at #teamelliotts. However, we also recognise we need a framework and we legally need certain policies, so those we do have are on the intranet: [internal.elliotts.uk/content/update-hr-policies](http://internal.elliotts.uk/content/update-hr-policies)

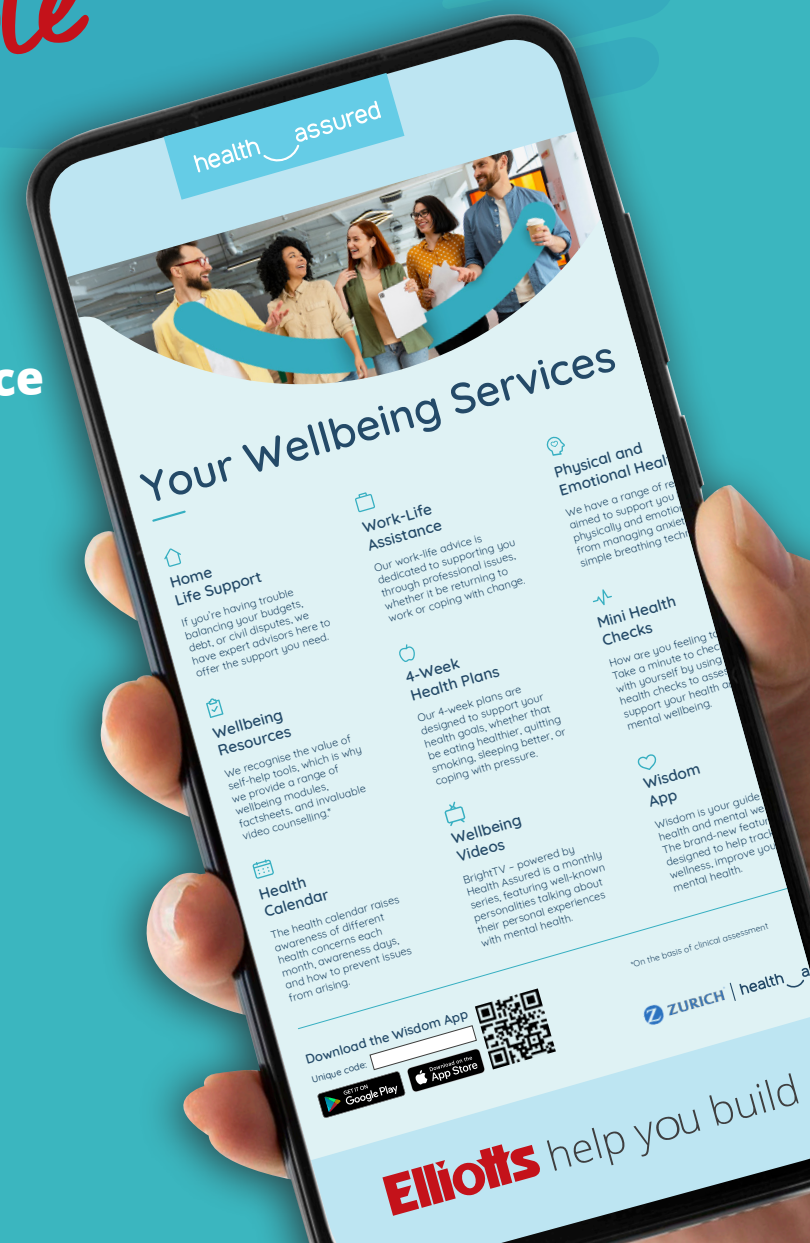
If you don't have access to the intranet and you want to know more, please speak to your Manager in the first instance or contact us and we'll answer your question or share one of policies with you.

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

# NEW EMPLOYEE ASSISTANCE PROGRAMME

*Now available*

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



Part of  
Employee  
**Benefits  
Guide**



# PURCHASE LEDGER



## Team

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



## 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



## 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.

- ✓ 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



**Chris Smith**

Purchase Ledger Clerk

# BANKING



## Team

- Zack Miles
- Libby Pritchard



## 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



## 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

## Meet the team



**Zack Miles**

Accounts Assistant  
(Purchase Ledger Team)



**Libby Pritchard**

Accounts Assistant  
(Purchase Ledger Team)



# 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

# ACCOUNTS



## Team

- Neil Oram
- Sam Withers



## Hours

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



## 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

## 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



## Meet the team



**Neil Oram**  
Financial Controller



**Sam Withers**  
Management Accountant



## WEB TEAM

### 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



## MARKETING

### Team

- Natalie Thomas
- James Harris
- Rachel Barnes
- Kirsty Phillips
- 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 Phillips**  
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



**Genna Gale**

Sales Hub Manager

### Genna Gale

Sales Hub Manager

Overseeing all transactional personnel in the sales hub including Key Accounts and NHB team. To progress and build on the team so we can better our service/relationships and offering to customers, branches, account managers and BDM's.

**T** 07713 267213

**E** genna.gale@elliotts.uk



**CIVILS**

### Team

- Matthew Adlington
- Vaughan Collins
- Becky Rose
- Kieran-Lee Gascoigne



### 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

### Contact us

**T** 023 8038 5360 Ext: 5360

**E** civils@elliotts.uk



### What we sell

- ✓ Lintels & structural steels
- ✓ Ducting and land drain
- ✓ Windposts
- ✓ Commercial block paving
- ✓ Direct loads Sand / Aggregates
- ✓ 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



**Matthew Adlington**

Commercial Manager



**Vaughan Collins**

Sales Consultant -  
Civils & Lintels



**Becky Rose**

Business Development  
Manager



**Kieran-Lee Gascoigne**

Civils Apprentice



# TIMBER



## Team

- Bob Tee
- James Farwell

- Ellie Ingram



## 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-joist 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



**Ellie Ingram**  
Sales Consultant

# JOINERY



## 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

- Chris Richardson
- Sam Bull
- Helen Holness
- Ed Briggs
- Darren Bee



## 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

## 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

**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



**Chris Richardson**  
Commercial Manager



**Sam Bull**  
Sales Consultant



**Ed Briggs**  
Sales Consultant



**Helen Holness**  
Bricks & Blocks Coordinator



**Darren Bee**  
Bricks & Blocks Coordinator



# DEFI DRYLINING, EXTERIOR FINISHES & INSULATION

## Team

- Ed Butcher



## 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

## Meet the team



**Ed Butcher**  
Senior Business  
Development Manager

## 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.**



# ROOFING



## Team

- Sean Robinson
- Hayley Straker



## Contact us

New Enquiries: **E** sean.robinson@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



**Sean Robinson**

Business Development Manager  
Roofing



**Hayley Straker**

Commercial Manager

# KEY ACCOUNTS



## Team

- Steve Thomas
- Claire Wilson
- Lorraine Rolls
- Grant Dodd



## 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

Steve Thomas  
**T** 07713 267206

Claire Wilson  
**T** 07702 563569

Lorraine Rolls  
**T** 07795 304277



## Meet the team

**Steve Thomas**, Key Account Manager

- The main point of contact for our Key Accounts.
- Steve is building and maintaining long-term, strategic partnerships with large local building contractors and developers aiming to increase our Share of Wallet through proactive communication and exceptional service

**Claire Wilson**, Key Accounts Co-ordinator

- 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 Steve and account managers

**Lorraine Rolls**, Key Account Co-ordinator

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

## Meet the team



**Steve Thomas**

Key Account Manager



**Claire Wilson**

Key Account Co-ordinator



**Lorraine Rolls**

Key Account Co-ordinator



**Grant Dodd**

Key Account Co-ordinator



# NATIONAL HOUSE BUILDERS



## Team

- Paul Shean
- Tom Nichols
- Ken Glendinning



## Contact us

New Enquiries:  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



# HELP YOU BUILD


## Team

**Project Owners**  
Account Managers

**Package Owners**  
Commercial Teams



## Contact us

Managed by: Genna Gale  
 genna.gale@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

## Meet the team



**Paul Shean**  
Technical Manager



**Ken Glendinning**  
NHB Co-ordinator



**Tom Nichols**  
NHB  
Business Development Manager



**Genna Gale**  
Sales Hub Manager