

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'll continue to add to it and improve it, and we'll better integrate it with the "who can help" section of the intranet.

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, please let me know directly on;

T 07794 999 705

or

E paul.chadwick@elliotts.uk

Cheers,
Paul



Paul Chadwick

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Team

- Adam Gunning
- Peter Haskew
- Spencer Thwaites
- Josh Palmer



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) 38 Ext: 5321
Extraordinary	Adam's mobile 07827 805 060

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



Peter Haskew



Spencer Thwaites



Josh Palmer

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.

OPERATIONS



Team

- Steven Webber
- John Leyman
- Caitlin Budd
- Darren Egerton
- Ashleigh Drinkwater



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:

- ✉ operations@elliotts.uk
- ✉ hello@opus-safety.co.uk

John Leyman

Facilities Manager

- ✉ john.leyman@elliotts.uk

Caitlin Budd

Operations Coordinator

- ☎ 023 8038 5384

- ✉ caitlin.budd@elliotts.uk



Meet the team



Steven Webber



Caitlin Budd

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 Wilson
- Vic Taylor
- Emily Isted



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 **E** hr@elliotts.uk
- T** (02380) 38 Ext: 5321
- Payroll **E** payroll@elliotts.uk
- Tax or NI deductions **E** 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



Vic Taylor



Emily Wilson



Emily Isted

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.

What's happening about our welcome boxes?

We've had a few issues with supply of some items. We're working through this with one of our suppliers and we'll be back sending out welcome boxes as soon as possible and we'll ensure anyone who has joined us in the meantime receives one.

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

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



HR questions and answers *(Continued)*

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.

A member of my team needs 6 months' payslips for a mortgage application – how do they get these?

At the moment they'll need to email the HR inbox with a request for the dates they need and we'll email them as PDFs.

A member of my team is off sick. How do I know how much sick pay they're entitled to?

Sick pay is based on length of service and details are available in our Absence Policy, which you can access on the intranet.

We'll sometimes extend sick pay on a discretionary basis. If you'd like to request this for a particular situation or individual please email Paul Chadwick with further information including how long you'd like to extend pay for and why.

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.

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) 38 Ext: 5325

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



Sammie Morrow



Chris Smith



BANKING

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 account reconciliations.

- ✓ 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) 38 Ext: 5315

E libby.pritchard@elliotts.uk

T 02380) 38 Ext: 5334

Back up

E purchaseLedger@elliotts.uk

T (02380) 38 Ext: 5325



Zack Miles



Libby Pritchard



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) 38 Ext: 5313

Samantha Fox
E samantha.fox@elliotts.uk
T (02380) 38 Ext: 5314
 (for customer accounts A to I)

Julie Aspery
E julie.aspery@elliotts.uk
T 02380) 38 Ext: 5317
 (for customer accounts J to Z)

Credit Control
E credit.control@elliotts.uk
T (02380) 38 Ext: 5312

Meet the team



Sue Street



Julie Aspery



Samantha Fox



Team

- Kevin Withers
- Bradley Halcrow

Hours

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

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

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

Meet the team



Kevin Withers



Bradley Halcrow

MARKETING



Team

- Natalie Thomas
- James Harris
- Kirsty Phillips
- Emma McTaggart



Hours

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



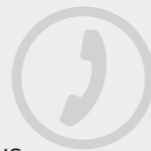
What we do

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 our branches with support materials to help deliver a great experience to our customers in store.


- ✓ Brand Management
- ✓ Advertising campaigns on Facebook and Instagram
- ✓ Advertising campaigns on Google
- ✓ SEO and Organic campaigns
- ✓ Email & SMS campaigns
- ✓ Local advertising, PR and Sponsorship
- ✓ Events in store and in our region
- ✓ Commercial promotions
- ✓ In store assets and collateral
- ✓ Internal communications

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.

 marketing@elliotts.uk

Meet the team



Natalie Thomas



James Harris



Kirsty Phillips



Emma McTaggart