

3. PERSONNEL

3.2 Personnel & Procedures

3.2.1 Key Personnel

Douglas Smith – Joint Managing Director

Responsible for sales and marketing, estimating and design. Douglas is ultimately responsible for customer liaison, which includes architects, building contractors and developers.

Dale Hammond – Joint Managing Director

Responsible for personnel. Health & Safety Officer, Procurement of materials, Quality control

Jenny Smith – Sales & Marketing

Jenny previously worked for three years in the marketing department of a building materials company and has experience with dealing with the building trade. She works part time, assisting Douglas with customer liaison and sales enquiries, Public Relations and despatching sales literature.

Alison Hammond – Financial Controller

Alison is a qualified bookkeeper and is responsible for keeping the financial records of the business, operation of the Sage accounting system and production of the monthly management accounts. She also oversees the duties of the Office Secretary.

Albert Chipwood – Workshop Foreman

Albert has been with DougDale for five years. He has been a joiner for ten years. He still works on production, as required, but his main responsibility is to manage the workshop, briefing and overseeing the other operatives, ensuring that work is produced on time and to satisfactory quality. He is also responsible for stock control of timber, ironmongery and accessories.

General Procedures

All staff are issued with Job Descriptions on commencement of employment and their Staff reviews are carried out annually, to assess progress, any training requirements and deal with any other issues that might be relevant.

As a measure to motivate staff and maintain loyalty, an annual bonus has historically been awarded at the end of each financial year to each member of staff. This is an ad hoc arrangement and is subject to the success and profitability of the business in the previous year.

3.2.2 Recruitment & Induction

All the present staff have been recruited through personal contact or word-of-mouth. We will need to add another two skilled operatives when we move to the new premises. If we are unable to fill these vacancies through our own means, we will draw up a Job Description and place this with a technical recruitment agency to seek suitable applicants.

All staff are issued with Standards Terms and Conditions of Employment on joining the company and are taken through a set induction procedure by the Workshop Foreman. New staff are subject to a three month trial period, during which one week's notice can be given by either party.