



SHARED ADMINISTRATION SERVICES



NI SPORTS FORUM - SHARED ADMINISTRATIVE SERVICES SUMMARY

Across the sports sector, many organisations operate with limited staffing – often with just one dedicated staff member or none at all. While the focus should be on strategic development, operations, and delivery, the increasing demands of policies, procedures, and administrative responsibilities place significant pressure on both staff and volunteers.

Following extensive engagement with the sector—including surveys and focus groups—the Northern Ireland Sports Forum (NISF) has identified key areas where Shared Administrative Services can deliver meaningful impact.

Core Services

NISF currently offers 13 Core Services that support governance and operational excellence, including Governance advice, AccessNI checks, Board recruitment, Disputes resolutions and more.... These services will remain the foundation of our support to members.

Shared Administrative Services

In line with our Strategic Plan and growing capacity, NISF is committed to expanding and evolving a Shared Administrative Service to meet the day-to-day needs of our members. These services are designed to:

- Reduce administrative burdens on staff and volunteers
- Support governance and compliance requirements
- Enable strategic focus on development and delivery
- Provide flexible, tailored support to meet the unique needs of each organisation

Whether it's assistance with documentation, policy development, reporting, or operational support, our goal is to empower sports organisations to thrive.

Responsive and Scalable Support

While many services are currently delivered through our Executive Manager and Member Services Officer (MSO), we are actively exploring additional capacity to meet growing demand. This ensures that our support remains responsive, scalable, and aligned with the evolving needs of the sector. Above all, we recognise that flexibility is key. Our approach is built on listening, adapting, and delivering the right support at the right time – so that sports organisations can focus on what matters most: participation, performance, support and progress.



SHARED ADMINSTRATIVE SERVICES BREAKDOWN

ADMIN SUPPORT	EVENT SUPPORT - PREP AND MANAGEMENT	GRAPHIC DESIGN
Minute Taking and Meeting Logs	Venue / Service Quotes / Bookings	Graphic Design Basic
Datebase Entry and Management	Set up Online Forms - Registrations etc	Publish - Prep Documents for Print
File Digitisation	Compile Medical / Emergency contacts / Volunteer Rotas	Branding - Logo / Headed Paper Creation
Content Management	Travel / Accommodation Quotes + Bookings	Quotes for Graphic Designers (Large Projects)
Document Creation and Register	Design Event Social Media Graphic	Social Media Graphics
Helpdesk / Enquiries	Event Promotion Support	FINANCE *
Direct Admin Support	On Day Support	Bookkeeping, Cashbook and Paperwork
Quote Service	Medals / Prizes ordering	Support with platform setup - E.g. Sage
VIDEO EDITING *		FINDING FUNDING *
Events Footage Video / Photo		Grant Application Support
Video Editing - Promotion		

*Potential future services

SHARED ADMINISTRATIVE SERVICES BREAKDOWN

We have broken down potential administrative support into a number of areas, however this is not exhaustive and will be reviewed based on the needs of organisations.

HelpDesk

The central Helpdesk delivered by the NISF helps to support, advise and direct sporting organisations. Through engaging with us, NI Sports Forum can provide advice and guidance directly in relation to its core services such as Governance Disputes etc. and also engage with 3rd party expertise through its partnerships in the private and voluntary sector (e.g. HR advice, Safeguarding Advice, Grant Writing Support, Insurance, Legal advice and Impact reporting).

Funding Enquiry Service

To better meet the evolving needs of the sports sector, the Northern Ireland Sports Forum (NISF) is expanding its Member Services to include a dedicated Funding Enquiry Service and Funding Database. This service will provide tailored support to:

- Local clubs
- Governing Bodies
- Individual athletes

The goal is to help members of our members to identify and access funding opportunities for projects, programmes, and personal development – enabling individuals and organisations to reach their full potential in sport.

Procurement Portal & Quote Service

Sports organisations are required to have financial procedures in place and seek best value for money. By streamlining access to competitive quotes and trusted suppliers, it ensures clubs get value for money on essential goods and services. This service helps reduce administrative burden, saves time, and alleviates financial pressures – allowing organisations to focus more on delivering sport and less on procurement challenges.

Minute Taking & Meetings Log

Minute taking and meeting logs often add to the pressures of a sports organisation, with volunteers or staff members needed to note conversations whilst contributing to discussions. As an independent service, this role will look to undertake Minute Taking and provide notes to organisations, reducing the administrative burden and allowing full engagement in discussion and decision making, while still meeting good governance practice.

Graphic Design

With increasing demands for digital visibility, NISF will support members with basic graphic design services for social media, publications, and branding. This includes:

- Social media graphics
- Document preparation for print
- Logo and headed paper creation

For larger-scale projects, NISF will facilitate access to professional designers through a quote-based system.

SHARED ADMINISTRATIVE SERVICES BREAKDOWN

Database Entry & Maintenance

More funders are asking for collation of impact and figures for reporting. This usually falls to Development Officers, who should be focussed on planning and delivery of activity. The inclusion of a role to collate and upload data (e.g. survey returns, feedback etc) will allow sports to focus more on meeting their Strategic Objectives. As a pilot in 2024, the NISF supported one NGB to upload feedback from a programme, freeing up over 12 hours of time for the NGB.

File Digitisation

This service helps organisations convert physical documents into digital formats, making data easier to store, access, and manage. It reduces reliance on paper records, improves operational efficiency, and enhances data security. By digitising files, sports bodies can streamline administration, free up physical space, and ensure important records are preserved and accessible for future use.

Data Analytics support

The Basic Data Analytics Service provides foundational support to sports organisations by helping them collect, organise, and interpret essential data. This includes assistance with designing simple surveys, cleaning and formatting raw data, generating basic charts and tables, and producing summary reports for meetings or funding applications.

Direct Admin Support

This service will look to provide value for money through a centralised service to the sector. NISF will provide tailored administrative support to NGBs based on their specific needs. This includes a subsidised, centralised service offering ad hoc or regular assistance for organisations with limited staffing.

Basic Event Support – Preparation & Management

To address one of the sector's highest priorities, NISF will offer comprehensive event support services, including:

- Setting up online registration forms
- Compiling medical/emergency contacts and volunteer rotas
- Supporting event promotion
- Providing on-the-day assistance
- Ordering medals and prizes

Finance Support

Following feedback, some elements included the need for financial support. We will look to explore means to improve financial administration across the sector, NISF will identify the requirements and input for:

- Bookkeeping and cashbook maintenance
- Organising financial paperwork
- Setting up accounting platforms (e.g. Sage)
- Payroll

This will allow assessment of potential rolls or 3rd party services that could support with expertise in this area.

CASE STUDY: CLEAN WATER SPORTS ALLIANCE NI

WHAT WAS THE CHALLENGE?

In 2024 a number of sports had reported challenges on the delivery of activity due to Water Quality. It soon became apparent this was affecting over 6 sports, each working independently of one another.

HOW DID NISF HELP?

The NI Sports Forum facilitated initial meetings across seven sports to share experiences and outline how it was impacting training, clubs, events and participants.

The Forum enabled presentations to the All Party Group for Sport, supported the development of ASKS of Government and planned a Launch Event on 2nd April 2025 in Stormont. This involved collaboration, coordination and shared resources to initiate.

Over 9 months, six meetings were held with further subgroup meetings facilitated on evidence, communications and launch event planning.

In preparation for the Launch Event, the Forum designed and laid out the communications plan, collaborating with Outscape on behalf of the group to pull together content informed by survey responses. All communications collateral and plans were distributed to individual sports, including captions, images, hashtags and tags for use across all platforms. The group's main advocacy page is housed on our website and is regularly updated on their behalf, serving as a central hub for campaign materials. We also organised the production of event banners, working alongside a graphic designer to ensure consistency of branding with CWSA.

CASE STUDY: BASKETBALL NI DATA INPUT

WHAT WAS THE CHALLENGE?

Basketball NI had to manually input data from questionnaire responses into separate Excel sheets for funding reporting purposes. These questionnaires required both pre- and post-activity responses to be recorded, creating a significant administrative burden for staff.

HOW DID NISF HELP?

Once Basketball NI completed interviews at their camps and events, the NI Sports Forum supported the process by inputting the data into the spreadsheets on their behalf. This saved Basketball NI staff approximately eight hours of work. The support was provided on an ad hoc basis over a couple of weeks, depending on when the questionnaires were completed.

This practical support highlights the value of shared administration services in reducing workload, improving efficiency, and allowing sports organisations to focus more on delivery and engagement.



INITIAL ALLOCATION & FEE STRUCTURE

Pilot Project

Each participating organisation in our pilot will initially be allocated 20 hours of access to the shared administrative service. These hours can be used flexibly, either on a regular or ad hoc basis, and across any of the listed services.

Once the initial 20-hour allocation is used, additional support will be subject to a fee. This fee will be determined based on the nature of the task and the time required to complete it.

Basic Administration

Light-touch support for routine, low-complexity tasks.

Standard Administration

Moderate-level support involving coordination, preparation, and communication.

Enhanced Administration

High-level, specialised support requiring strategic input, technical knowledge, or bespoke solutions.

Onsite/ event support

It is assumed the majority of tasks will be undertaken remotely, however where a request involved on site (e.g. NGB Office or event) support, travel time and expenses will be taken into account. Travel expenses will not be included within the 20 hours.



HOW TO ACCESS OR REQUEST SUPPORT

To help shape and refine the shared administrative service, participating organisations will act as a focus group and also trial the service during its initial phase.

Members can request support by contacting us directly via **phone or email** with details of the task they need completed. We will then allocate time from their available hours to carry out the request.

Basic tasks

For smaller tasks—such as formatting documents or preparing basic materials—requests can be made and completed entirely over email. Once finished, the completed work will be returned via email.

Standard/ Enhanced Tasks

For larger or more complex tasks, we may arrange a brief call or in-person meeting to ensure all necessary information is provided and expectations are clear.

Notice

Ideally the greater the notice period will help us prioritise and assign time to the tasks. We would ask for 2 weeks wherever possible and longer where there may be travel involved (e.g. event support or dedicated Admin on site). We will let you know availability in order to complete this and agree the deadline.



SHARED ADMINISTRATION SERVICES

Supporting Our Members

“Our aim is to make this service quicker and more efficient than handling tasks individually — offering timely, professional support when you need it.”