



Five top tips for building a partnership with your administrator

1

Involve them early

- when exploring new projects or changes
- share details of the objectives you want to achieve or the challenge you are trying to solve, along with any constraints, interdependencies or risks you have identified
- create the timetable together

2

Create transparency

- so both parties are clear on roles and responsibilities
- to understand what a mutually successful outcome looks like

3

Accept being challenged

- has your administrator interrogated your brief and got to the heart of what you are trying to achieve?
- listen to alternative options and their best ideas (your other advisers aren't your administrator)
- understand if you could do something differently that would improve your administrator's ability to deliver your service or project



4

Challenge them

- so you understand their business strategy and challenges
- to explain the rationale for their approach in managing your service or project delivery, and how that will positively impact delivery to you and your members in the short and/ or longer term
- to understand their boundaries and limitations
- to understand how they measure quality as a business



5

Push them on technology

- to ensure technology is maximised to deliver efficient and effective services to your members
- to understand development and security plans, ensuring the solution is resilient and fit for the future
- so you know who is holding and processing your data, including any subcontractors your administrator uses, and how those subcontractors are being managed

Do you need help, or want to know more?

Contact Jo and Tom for practical help and independent advice at
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