




## Final thoughts

-  Consult with others to try and avoid duplicating work. Check what your parent organisation recommends, & consult online resources or professional advice when there are gaps.
-  Treat outsourcers as you would any other contractor. Take references, & ensure they'll fit with your existing team.
-  Keep in mind SMART criteria, ensure all projects have goals which are:
  - Specific
  - Measurable
  - Achievable
  - Relevant
  - Time-relatedThis will help limit overspending and prevent misunderstandings, confusion, and problems.



Wendrie Heywood

Making life easier for Building Management by offering Remote Consultancy, Management, Finance, & Administrative Support





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## Thinking About Outsourcing?

-  In all likelihood, you're already doing this!
-  If you have any cleaners, gardeners, contractors who deal with fire extinguishers & alarms, or any other specialists who work with you regularly - that's outsourcing.
-  Building management, including Health & Safety, and data protection legislations have all become more complex. It makes sense to bring in experts to ensure that you are doing what is necessary to the standards required of you.
-  Outsourcing can be for one off projects, to support existing structures or the beginning of an ongoing relationship.

## Professionals are often quicker & cheaper than you think.

- ⚙️ Experience, a library of templates, policy documents, and examples can speed up the decision making process.
- ⚙️ Having somebody who knows which concerns must be a high priority and which are irrelevant, or can be ignored because of low risk, can be invaluable.
- ⚙️ Being able to show that expert advice was sought can give protection to the management committee if things then do go wrong.
- ⚙️ Don't be afraid to challenge or disagree - while they may be a professional, it is still your church, building, and organisation.
- ⚙️ Always have a pre-nup! Know where your data is, how to regain control of it, and ensure someone knows how to keep things running in the short term. No matter how good the relationship is, the best laid plans...

## Know what you want to contract out & what you need to keep

- ⚙️ Do an audit of what tasks could or need to be outsourced. Be flexible in what roles they are assigned to.
- ⚙️ Meetings with potential contractors are a chance to ask how they would recommend things be done. Ultimately, however, it is your decision to make.
- ⚙️ Clear specifications and boundaries make for smoother relationships.
- ⚙️ Procedures in place for setting up, maintenance, and management are essential. These enable you to make decisions about how to solve problems before it is necessary (and urgent!).
- ⚙️ Always have named liaisons who report regularly on how things are going ensure both parties are kept informed. It ensures that what is happening is what you expect to happen.

## Make it as simple as possible, but don't be afraid of complexity.

- ⚙️ Modern technology means that you don't need someone to come into the building to answer your phone and email, or do your accounts.
- ⚙️ A mixture of volunteers, paid contractors, and/or employees can work together. Just ensure everyone knows where the lines of responsibility are.
- ⚙️ Some people need to be on site, but others can be remote. Communication, generic email addresses, plus cloud file sharing, will make keeping everyone informed easier.
- ⚙️ Endeavor to be mission minded through the choices & decisions you make - from how you treat each individual to the cleaning materials that you use.
- ⚙️ Always remember that things change, so systems and procedures must be reviewed regularly.