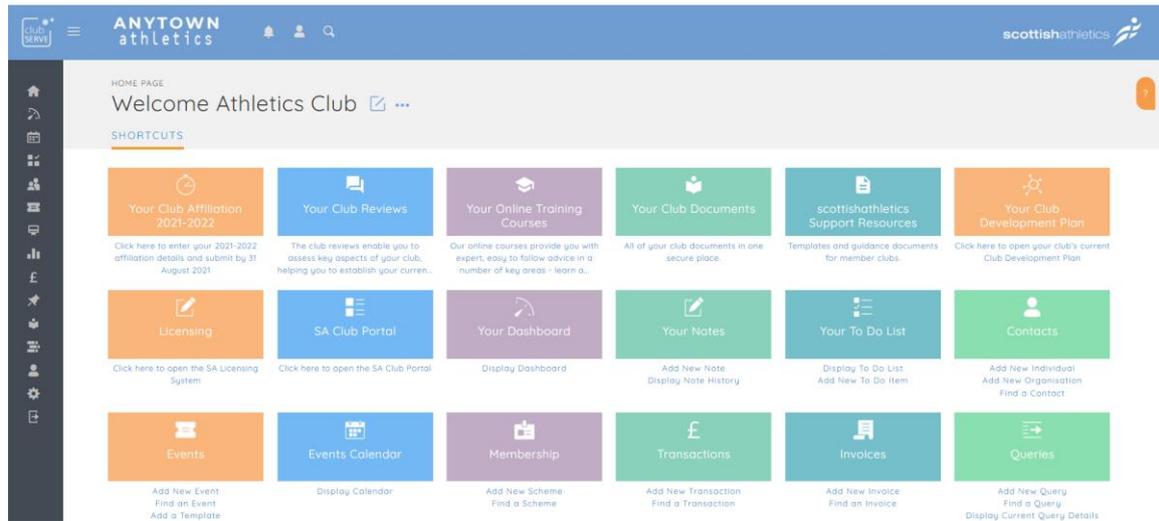# ClubServe

In partnership with ServeSport, **scottish**athletics is pleased to be able to provide affiliated clubs with free access to ServeSport's sports management system, ClubServe.

ClubServe incorporates a club governance management system that enables clubs to review their progress across a number of areas of their club's business; develop an online club development plan; complete a series of online training modules relevant to the operation of a sports club; and access all support resources developed by **scottish**athletics. Clubs also have the ability to manage their membership database online; accept online entries into their own events; and manage their bookkeeping.

All of the below modules were made available to selected early-access clubs in April 2022, with access granted to all affiliated clubs from September 2022.

Affiliation

- Complete your annual club affiliation online, and keep a copy to refer to and update throughout the year.

Club Reviews

- Self-assess your governance and operating policies/procedures
- Produce a strengths/weaknesses analysis
- Produce a list of actions to improve certain areas, and add this automatically to your club development plan
- Access a range of support resources and additional guidance

Club Development Plan

- Create a bespoke Club Development Plan for your club
- Set up and manage an unlimited number of additional project plans
- Create and track the progress of objectives and actions
- Attach documents and files to a project and run reports on progress

Club Documents

- Upload and store club documents
- Use the Recommended Documents Checklist to ensure that key documents are held and adhered to

scottishathletics Support Resources

- Access templates and guidance documents to support the operation and development of your club

Bookkeeping

- Manage your club's day to day bookkeeping
- Record income and expenditure and in customisable categories
- Produce account statements and summaries
- Produce invoices and record payments
- Produce reports

Contacts

- Add and update an unlimited number of individual and organisation contacts
- Record information about contacts and search for this through the contact query tool.
- Record notes about contacts for future reference
- Create an unlimited number of contact groups, helping you to organise athletes, coaches, officials, etc. and contact groups in bulk

Membership

- Set up and manage your club membership scheme
- Allow new members to join online via your customer portal
- Allow your members to manage their membership online through your customer portal
- Take payments by debit/credit card and by direct debit
- Track membership numbers by category and create a range of reports

Customer Portal

- Provide your members with an individual portal to manage their account, renew their membership or enter club competitions.
- Market club activities and events

Events

- Create and manage a variety of event types such as training sessions, competitions, holiday camps, club fundraisers, ticketed events and social events
- Enable members and non-members to book places online via their customer portal, for themselves and anyone associated with them such as children and spouses.
- Manage event entry limits and events for different age groups.
- Set up different types of fees, including different options for members and non-members or for those in different age groups.
- Export registration/entry lists, including participants' details.

Licensing

- Link to the club's licensing portal to manage the club's existing event licences or apply for a new one.
- (Please note: creating an event within ClubServe does NOT generate an event licence – you still need to complete the licence application form!)

Club Portal

- Link directly to the club's scottishathletics Club portal to manage your members' scottishathletics memberships and event entries.

To log into your ClubServe account please visit https://*yourclubname*.clubserve.net/. Your club ID and password will be available from your Club Secretary.

- If you require any support, please e-mail development@scottishathletics.org.uk.
- ClubServe Manual - https://servesport.clubserve.net/orgdocs/cs_servesport/Manual2021.pdf
- ClubServe How To Guide - https://servesport.clubserve.net/orgdocs/cs_servesport/howtoguides.pdf