Business Transformation Smart Working Case Study

In April 2019 Business Transformation agreed to start a smart working pilot in advance of the move to Walter Bower House.

At this point we had 14 members of staff with an allocated desk for each team member.

We removed 2 desks and all pedestals, moving to a ratio of 14 staff to 12 desks. In place of the two desks that we gave up we were given a 4 seater pod and also swapped a standard round meeting table for a genius table. We also have a bank of lockers with each member of the team having an allocated locker.

We have since grown to a team of 15 and have accommodated this extra post within the existing set up.

Having different areas available which you can choose to work within depending on the type of activity you are undertaking has been really useful. Where collaboration is taking place working at the genius table works really well. Where you are having more one to one conversations, taking part in a skype call or webinar, having the privacy of the pod is perfect. Given our office is open plan the pod also offers a quieter working space if staff need to focus and concentrate.

The new way of working has made staff think more about the type of work they are undertaking and what the right location is for that type of work. It has also helped the team think about meeting in different ways, for example using skype more.

We have also seen an increase in staff choosing to sometimes work from home, where this is appropriate for what they are working on.

Collaboration and relationship building within the team has increased. Rather than sitting next to the same person every day the team are engaging more with each other and this has helped form more effective working relationships.

The nature of the work we do means we also quite often have other members of staff from across the University who are working on projects wanting to locate themselves in our office beside the project team. Smart working has allowed us to accommodate these other members of staff easily.

On a personal level smart working has given me more flexibility and allows me to work where required and easily locate beside colleagues I am working closest with at any particular point.