

Concurrent Session G
Tuesday 1 September
1.30pm – 2.20pm



Session 3

Let Me Be Frank:

Relocating the UTS Business School to Its New Home, The Gehry Designed Dr Chau Chak Wing Building.

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Paul Sztelma kicked off his University career in 1992 as a filing clerk at the University of Western Sydney. He joined the University of Technology Sydney in 1995 and is now the manager of the UTS Business School Facilities Office, dealing with the physical operations of the Business School in its new home, the Dr Chau Chak Wing Building in Ultimo.

Craig Lord is an Organisational Psychologist with over ten years' experience in managing complex, large scale change management and business development projects within the tertiary education sector. He is currently the General Manager of the UTS Business School.

In the final two months of 2014, 400 staff members of the University of Technology Business School relocated to their brand new accommodations – the *Dr Chau Chak Wing Building*, named after its major benefactor and designed by internationally celebrated architect Frank Gehry.

Inside, 11 occupied floors can accommodate more than 2000 staff and students in 216 offices, 265 workstations in open areas, 19 teaching spaces (including 3 computer labs), student group-work rooms, student lounges and study areas and staff collaborative spaces. The new building accommodates 5 Discipline Groups (or Schools), 4 major Research Centres and 4 Administrative/Support Units.

With over 12 months of preparation and two weekends of physical relocation, the process of moving the Business School into a structure that was still being completed, involved a cycle of negotiation and revision whilst dealing with an expanding Business School and the conflicting demands of a variety of stakeholders.

Whilst most TEMC presentations on new buildings, teaching spaces and the like, are from an architect's or University Executive's point of view, this presentation comes from a POV from within "the trenches" - by two of the Faculty's key staff; the Business School's General Manager, charged with overall responsibility for the planning and organisational aspects of the relocation, and the Facilities Manager charged making it happen. To make matters even more interesting, the Faculty underwent a comprehensive Change Management process impacting all administrative staff over the 12 month period leading up to the move. A non-conventional new building, a relocation of 400 staff from across multiple sites and a Faculty wide change program, present almost the perfect conditions for chaos. However, this presentation will provide details and insights into what turned out to be an incredible success story.

This presentation aims to give a practical, insightful and hopefully humorous account of the relocation process, touching on issues such as -placement of individual Schools and Units within the building or Not In My Backyard!; reduced storage provisions and the fallacy of the paperless office; University space policies and their impact on staff productivity; who's in and who's out of an office as the open plan environment arrives; the benefits of working with an external relocation/logistics company; and the ultimate concern for most managers - staff engagement in the process. The

results cover all aspects of risk management and the ongoing realities of working in a building that has also become a significant tourist destination.