Case Study
Re-Imagining Ways of Working

UNIVERSITY OF LEEDS

SUMS group

Who We Worked With
University of Leeds

The Situation
As the Covid-19 pandemic restrictions were relaxed in 2020/21, the University had initiated a tactical return to campus. However, they wanted to adopt a more strategic approach to their ways of working that would support them to achieve their longer-term University vision. An internal Future Ways of Working Steering Group was tasked with overseeing a change programme that reviewed lessons to be learned from working patterns during the pandemic and implemented a best practice approach for the future.

What Happened
The Steering Group asked SUMS consultants to work with them to test assumptions, explore options and develop a focussed set of principles for post-pandemic ways of working.

The consultants partnered with workstream leads to develop baseline reports showing the current approach and to explore the way forward across a range of functions. SUMS also provided an in-depth report on the Human Resources implications of different models, based on our knowledge

"SUMS gave the university the foundation that we needed to challenge ourselves and define post-pandemic ways of working appropriate to the University of Leeds."
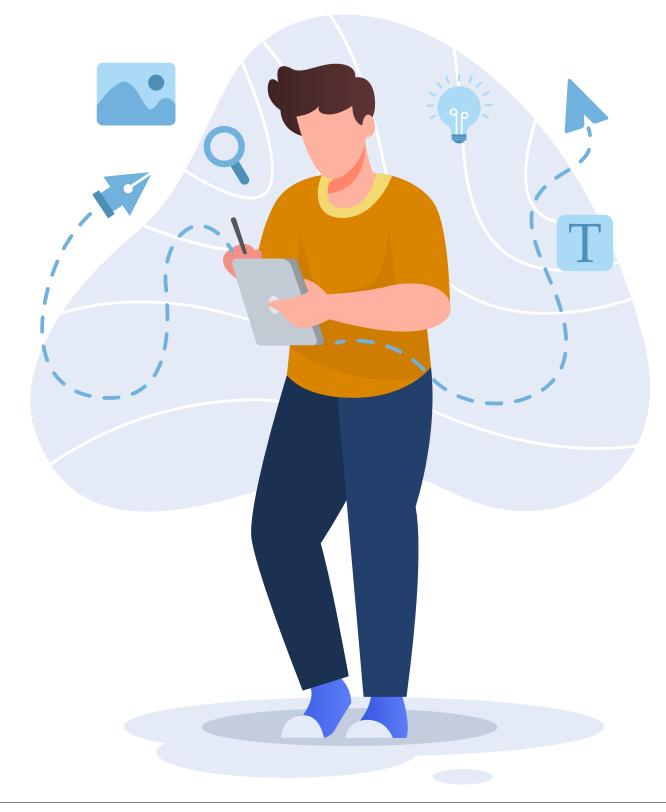
STEWART ROSS,
DEPUTY CHIEF OPERATING OFFICER,
UNIVERSITY OF LEEDS

Specialists in Higher Education

of best practice from within and beyond the HE sector.

Once potential options had been identified, we facilitated workshops with pilot teams to understand local needs and the ways in which principles were applied. Overall, our team was able to act as a critical friend in identifying and defining the most appropriate ways of working for the institutional culture at Leeds.

The Difference It Made

The Steering Group used the outputs from the SUMS consultants' work to re-position internal thinking on the hybrid working elements of post-pandemic ways of working. They were able to define the intersection between best practice and their institution's strategic intent, developing a clear set of proposals for sign-off. They are now moving forward with implementing this new approach across the University community.

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