

ERA Creates a More Flexible Workplace for the Archdiocese of Cologne

CLIENT: GENERAL VICARIATE OF THE
ARCHDIOCESE OF COLOGNE

SECTOR: NGO

CONSULTING AREA: FACILITY MANAGEMENT

THE CLIENT

The General Vicariate of the Archdiocese of Cologne is responsible for all administrative functions across the Archdiocese. In 2020, the Administrative Management department and its Internal Services team, which oversees the General Vicariate's workplace and space-planning requirements, had already successfully completed a Facility Management project with ERA consultants Claus Eberling and Christoph Steven.

THE CHALLENGE

As the number of employees at the General Vicariate continued to grow, additional office space was required. ERA was therefore commissioned to assess the organisation's existing office space, including how it was being used and the options available for its future configuration.

The objective was to develop a "Flexible Office Space Concept" that would accommodate anticipated changes in staffing levels. The concept needed to optimise the use of existing properties, align available space with future workforce requirements and | enable the organisation to relinquish unnecessary leased premises.

THE PROJECT

ERA began by assessing the current situation, reviewing the number of existing workstations, the space available and how effectively it was being used.

Interviews were then conducted with the heads of every department. These discussions explored a range of factors, including:

- Flexibility in the future use of office space
- Workplace requirements arising from different roles and responsibilities
- The continued development of mobile and hybrid working
- Digitalisation and its impact on the workplace

THE RESULTS

ERA developed a series of KPIs to clearly present and evaluate the General Vicariate's current position. The analysis showed that the organisation's different areas of activity - and the resulting requirements for office and workspace design - varied considerably.

ERA also identified emerging trends likely to influence how office space will be used in the future. Based on these findings, implementation clusters were defined and clear recommendations were agreed, together with the supporting measures required to deliver them.

These recommendations will be implemented over the coming months as part of a wider organisational restructuring.



ERZBISTUM KÖLN

"ERA understood, captured and analysed our situation extremely well. We intend to implement the recommendations exactly as proposed, with ERA continuing to support us throughout the process."

JOHANNA FISCHER, HEAD OF DEPARTMENT
GENERAL VICARIATE OF THE ARCHDIOCESE OF COLOGNE