

HubStar guidance for Sloane Robinson Building



INTRODUCING HUBSTAR

What?

Booking system for desks and spaces in Temple Quarter

Where?

- The Sheds
- Sloane Robinson Building
- Howard House

Who?

- Staff
- Students
- Partners (NB. BIZ spaces bookable on different system)

Why?

- enables greater visibility of what facilities and desks are available
- enables shared space model which generally means staff can work more flexibly across spaces and do not typically have a dedicated desk or office
- improved user experience and functionality from existing solutions in use

WHICH FACILITIES ARE BOOKABLE ON HUBSTAR

- ✓ Desks
- ✓ Meeting rooms, Bookable offices (individual)
- ✓ Executive presentation suite – boardrooms, breakout and lobby
- ✓ Teaching spaces outside of core teaching hours and assessment periods
- ✓ Social spaces for informal team socials/ coffee
- ✓ Study spaces
- ✓ Civic – Bristol Rooms and Story Exchange
- ✓ Consultation Rooms on ground floor
- ✓ Exchange Hall
- ✓ Pop-up area in Exchange Hall
- ✓ Terrace
- ✓ Digital studios and video recording pods
- ✓ Food Quarter
- ✓ Parking
- ✗ Bristol Innovation Zone (BIZ) spaces – separate system that supports invoicing
- ✗ Teaching spaces during core teaching hours – Resource Booker
- ✗ SU Society bookings of teaching spaces via LFM
- ✗ Additional pop-up's in welcome zone – bookable via Service Delivery Team
- ✗ Public Realm – bookable via Service Delivery Team

TBC – Blue badge parking and fleet parking at CM1

HUBSTAR CONFIGURATION

- **Booking rules** have been agreed by University Operations Board – these will be used in all locations that adopt HubStar
- **User permission groups** are based on pre-defined staff groups to avoid overly manual processes
- **Residents** are typically given longer booking horizons than non-residents
- **Open by default** – start with most open access; minimise requirement for approval of bookings

BOOKING DESKS IN OFFICES

System Rules/ Enablers:

- **Who can book?** all Staff and PGRs can book desks in all offices unless it is restricted. PGRs can't book a desk in the School offices.
- **How far in advance can they book?**
Residents – 20 day booking horizon
Non-residents – 5 day booking horizon

Supporting Ways of working:

- Signage helps identify team zones to support colocation. Team zone can also be filtered on HubStar
- Resident users asked to book based on the following:
 - 20 day booking horizon within your identified team zone or for staff with a formal reasonable adjustment
 - 10 day booking horizon for desk booking outside your team zone

BOOKING MEETING ROOMS

System Rules/ Enablers:

- **Who can book?** All Staff and PGRs can book all meeting rooms. BIZ partners can request bookings.
- **How far in advance can they book?**
 - Residents – 12 month booking horizon
 - Non-residents – 10 month booking horizon
 - BIZ partners – 5 days (approval required, chargeable use)

Supporting Ways of working:

Staff advised to primarily use meeting rooms that are adjacent to their offices/ team zones.

BOOKABLE OFFICES (INDIVIDUAL)

System Rules/ Enablers:

- **Who can book?** All Staff and PGRs can book all offices. BIZ partners can request bookings.
- **How far in advance can they book?**
 - Resident staff – 20 days
 - Non-resident staff – 5 days
 - PGRs – 1 day
 - BIZ partners – 1 day (approval required, chargeable use)

Supporting Ways of working:

Staff advised to primarily use bookable offices that are adjacent to their offices/ team zones.
(E.g. In Sloane Robinson at TQ – agreement that Business School will **primarily** use offices of level 5 and EEME/ CS and SEMT will **primarily** use offices on levels 2 to 4).

5. Annex



TQ SHARED SPACE AND BOOKING PRINCIPLES

- 1) **Designed for collaboration** – Sloane Robinson is designed on the basis of user groups sharing space and resources
- 2) **Open by default** - shared space approach will start with the most open access and widest booking level possible, supporting the vision and ethos of Temple Quarter Enterprise Campus.
- 3) **Simple system, better experience** - a booking system underpinned by simple rules improves user experience and makes the system easier to manage, maintain, and adapt over time.
- 4) **Community builds collaboration** – enabling a sense of identity, belonging and community within shared spaces is essential to fostering collaborative working practices

SPACE BOOKING ROUTES & HORIZONS

Booking Teaching Spaces	Booking times	Booking System	Booking Opens	Booking Horizon
1. All teaching spaces	Core teaching hours	Resource Booker	21 Sep 2026	Current Academic Year
2. All TQ teaching spaces outside core teaching hours	During vacation periods and outside core teaching hours	HubStar	11 Aug 2026	Current Academic Year
3. TQ Teaching spaces on extended booking horizon	During vacation periods	HubStar	11 Aug 2026	3 year booking horizon
4. Specific Teaching spaces for SU student group activity	During Term Time, does not include assessment periods	Skedda	Agreed in Spring 2026	Current Academic Year
5. Meeting Rooms, Board Rooms	Building opening hours	HubStar	Rolling 12 months	Rolling 12 months
6. Exchange Hall	Varies	HubStar	Rolling 12 months	Rolling 12 months
7a. Pop-up in Exchange Hall (with power and data) x 1	Building opening hours	HubStar	Rolling 12 months	Rolling 12 months
7b. Pop-up in Exchange Hall (with power on nearby columns) - No more than 3 pop-ups at one time, extends to 7 during Welcome Week	Building opening hours	Service Delivery Team	Rolling 12 months	Rolling 12 months
8. Mezz External Terrace	Building opening hours	HubStar	As per lines 1, 2 and 3	Rolling 12 months
9. Bristol Rooms and Story Exchange	Building opening hours	HubStar	Rolling 12 months	Rolling 12 months
10. Social Spaces – Staff Lounge and 2 x internal gardens	Building opening hours except 12 – 2pm and only 1 booking per day	HubStar	Rolling 12 months	Rolling 12 months
11. Area of Food Quarter	Building opening hours except 12 – 2pm and only 1 booking per day	Service Delivery Team	Rolling 12 months	Rolling 12 months
12. Blue badge parking and fleet parking	Building opening hours	HubStar - TBC	TBC	TBC

USER BOOKING MATRIX – GENERIC SPACES

Provides an overview of who can book different spaces and the booking horizon

	All Staff and PGRs (‘Residents’ in building)	All Staff and PGRs	SU staff	All Students (UGT, PGT & PGRs)	BIZ Commercial partner
1. Desks in shared staff offices	Yes – 20 days	Yes – 5 days	Yes – 20 days (PSS hotdesking)	No	No
2. Meeting Rooms (centrally bookable)	Yes – 12mths	Yes – 10mths	Yes – 10 mths	No	Yes* - 5 days
3. Bookable offices (individual)	Staff– 20 days PGR – 1 day	Staff – 5 days PGRs – 1 day	Yes – 1 day	No	Yes* - 1 day
4. Study spaces	No	No	No	Yes -10 days**	No

NB. ‘Resident staff’ refers to staff whose primary work location is the building, as well as those who work across multiple sites but belong to a School, Centre, or Team that is permanently based there.

*Requested booking available subject to review and charge (20% discount on standard rate for BIZ partners) via Catering and Events

**Flexible booking approach which enables booking to be switched on and off, up to 10 days where applicable

HUBSTAR AND APPROVALS MATRIX

	Booking Type	HubStar	Approval required	Additional notes
1	Desks	Yes	No	
2	Meeting Rooms	Yes	No	
3	Bookable offices	Yes	No	In exceptional circumstances, the School may consider long-term office bookings to accommodate accessibility needs.
4	BIZ spaces	No	NA	Restrictions on who can book
5	Teaching Rooms – core teaching hours	No – Resource Booker	Yes	System and approval as per existing process in Clifton
6	Teaching Rooms – non-core teaching hrs	Yes	Partial – for some users	
7	Specialist teaching	Yes*	Yes	*Just video production facilities initially. Design Factory and Makerspace to be reviewed post occupancy and potentially added to system.
8	Study spaces	Yes	No	Restrictions on who can book low distraction study
9	Bristol Rooms and Story Exchange	Yes	Partial - for some users	
10	Consultation Rooms	Yes	Yes	
11	Exchange Hall	Yes	Yes	
12	Welcome zone pop-up	Yes*	Yes	*Only 1 bookable via HubStar, additional via the Service Delivery Team
13	Public Realm	No	Yes	
14	Terrace	Yes	Yes	
15	Exec Presentation Suite	Yes	Yes	
16	Shared social spaces	Yes	Yes	Four shared social spaces identified as bookable
17	Blue badge parking	Yes (TBC)	No	Restrictions on who can book
18	Fleet vehicle parking bays – 3 spaces	Yes (TBC)	No	Booking restricted to building servicing/ third party contractors

TQ DEDICATED DESK PRINCIPLES

The 'Dedicated Desk Principles' have been agreed by the TQ Operations Working Group. If a request is raised, School Managers will review the case against these principles to determine whether a desk should be allocated.

1. Accessibility and inclusion (primary driver for dedicated desk) – individuals with a reasonable adjustment or accessibility need that make desk booking impractical

- Users with reasonable adjustments formally agreed with occupational health
- Users with mobility impairments, visual or auditory impairments and/or neurodivergent conditions who would require access to a specific, consistent workstation set-up. (NB. Not applicable - height adjustable desks can be accessed via the booking system; users with specific chair requirements should be able to label a chair and move it to a bookable desk.)

2. Specialist equipment - in the context of a shared workspace model, assigning a dedicated desk for specialist equipment should be considered only as a last resort, and evaluated on a case-by-case basis.

Before allocating a dedicated desk, alternative solutions should be explored, including:

- Can the specialist equipment be housed in a Research Lab?
- Can the required computing resources be accessed via cloud-based platforms?
- Can the equipment be stored in a secure server room and accessed remotely?
- Is it feasible to use a specialist laptop to meet the requirements?
- Could the equipment be stored on a bank of desks that are bookable by a specific Research group/ user group?