

SpencerMaurice

Capability Brief 2022



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SpencerMaurice is a specialist management consultancy.

We focus on business strategy, transformation, performance, and organisational design

Headquartered in Sydney, we work with corporations and public sector organisations across Australia.

We pride ourselves on combining contemporary thinking and proven methodologies. Delivering pragmatic advice that helps you to achieve more.

Our engagements are led and delivered by seasoned consultants. Expert consultants who have the deep expertise and breadth of executive level experience required to help you overcome complex challenges and achieve results.

In today's globalised and volatile business environment, leaders need to adapt rapidly, and deliver results faster than ever before.

Leading change and reform at scale requires a clear vision, systematic decision making, detailed planning, clear communication, and the ability to bring stakeholders along on the journey



Our Purpose

- We help our clients to identify and overcome strategic business and leadership challenges.
- We never lose sight of a simple fact. You need to achieve results.
- Context, nuance, and purpose matter.

What sets us apart

Proven methodologies, pragmatic advice, clear outcomes.

We believe passionately that effective leadership can transform the way we work together.

Rather than treating people as a barrier to success, we believe organisations can achieve more when they bring stakeholders together behind a common purpose.

The principles that guide us are clear

We connect purpose, people and performance.

Our proven methodologies help our clients to rapidly adapt, execute more effectively, and unlock organisational performance.

We aim to

- Help leaders to achieve their organisational goals
- Reframe what can be achieved, and find better ways forward
- Solve problems in a pragmatic manner, using a systems approach
- Strengthen our clients, by improving their in-house capabilities and ways of working
- Listen carefully to identify context, key issues, and nuance
- Put people at the centre of decisions

Our approach

We use a relationship-based consulting style, underpinned with a digital-enabled approach.

We don't just build a plan and start you on your journey. We challenge ourselves to innovate, while building sustainable long-term client partnerships.

We handle strategy and execution, end-to-end, supporting you with seasoned experts you can trust.

We measure our own success by the strength of our relationships, and the outcomes we help our clients to achieve.

Leading & delivering with impact

■ Strategic Planning - 2020

NSW Department of Education

Led the design and delivery for of the 3-year strategic business plan for their shared service unit.

■ Organisational Effectiveness - 2021

NSW Department of Planning, Industry & Environment

Led the redesign of the governance framework and program assurance for their Planning, Design & Public Spaces Division.

■ Service Design & Delivery - 2021

Revenue NSW & Office of Transport Safety Investigations

Led the review of core services and designed alternative service delivery models aligned to budget and customer needs.

■ Workforce Effectiveness - 2021

Led the review and redesign of core services for the Lord Howe Island Board Administration

■ Business Case Development - 2021

Led the development of a business case to support the NSW Rural Fire Services replace Personal Protective equipment for all volunteers.

■ COVID -19 Risk Management - 2021

Led the review of the Office of Director Of Public Prosecutions workplace risk and safety framework prior to a return to face-to-face jury trials.

Our Services

■ Strategic Planning

Great leaders know that a strategy is as only as good as the implementation plan that sits behind it.

We help our clients to formulate and deliver effective strategic plans.

Our team use proven methodologies such as design thinking, strategic planning workshops, and stakeholder consultations.

We assist executive leadership to mobilise their teams. This leads to active and constructive participation, improved strategic focus, and buy-in

■ Operational Improvement

Operational excellence requires ongoing leadership and uplifting the skills and capability of an organisation's workforce.

Our expert consultants use methodologies such as LEAN, Six Sigma, and AGILE to deliver business improvements, while building the capability of your team.

- Mapping current state
- KPIs and performance evaluation frameworks
- Process redesign workshops
- Embedding and implementing proven continuous improvement methodologies

■ Organisational Redesign

Organisational models need to adapt faster and more frequently. SpencerMaurice helps clients to speed up organisational change at scale.

- Current state assessment
- Future state design
- Workforce profiling
- Financial modelling of changes
- Skills and capability mapping
- Measurement and evaluation systems
- Reward structures
- Stakeholder engagement &

Our Services

■ Stakeholder Engagement

Stakeholder consultation is a fundamental part of making better decisions. Leadership is more effective when stakeholders can contribute and be part of the solution.

SpencerMaurice uses the latest online tools and in-person facilitation techniques to inclusively deliver actionable insights.

- Stakeholder engagement frameworks
- Surveys and research
- Design and facilitation of online and in-person workshops, townhalls, and one-on-one interviews
- Stakeholder communications plans
- Analytics and synthesis of insights
- Co-design workshops

■ Diversity & Inclusion

Diversity of thinking and experience delivers better decisions. This provides a strong incentive for organisations to improve the way they build teams within their workforce.

Inclusive workplaces reduce barriers to people achieving their best and can better reflect the communities and customers that an organisation services.

- Employee Value Proposition
- Gender equality
- Leadership and mentoring programs
- Women in leadership
- LGBTI, CALD, Aboriginal and Torres Strait Islander workforce initiatives

■ Workforce Strategy

Automation and the gig economy have fundamentally changed workforce strategies and broadened the options available to organisations building high performance teams.

Building a talent strategy now requires a blended approach, encompassing overall business strategy and your supplier ecosystem.

- Blended resourcing strategy
- Assessing current and future requirements
- Risk management and continuity strategies
- Succession strategies
- Performance management

Our Services

■ Service Innovation and Automation

Service automation can fundamentally shift the way we build and manage teams. Put simply, service innovation and automation is all about people, and finding better ways of working together.

- develop and execute service innovation strategies
- identify opportunities for business improvements
- redesign organisations to embed innovation and automation
- develop scale up strategies, pilot programs, and business cases
- review workforce capabilities mix, recruitment, and skills development programs

■ Digital Transformation

Digital transformation is reshaping expectations. Customers now expect more convenient, simpler ways of engaging and transacting.

Our team has many years of experience helping leadership teams to rapidly plan and implement change and achieve more with less.

■ Program and Policy Reviews

Organisations should regularly assess outcomes, performance, and the continued relevance of their programs of work. SpencerMaurice helps boards of directors and senior leadership teams to plan, manage, and conduct robust evaluations of their key programs of work.

Our methodologies align with the requirements of government agencies and help public sector organisations to track program alignment with policy, regulations, and legal requirements.

Virtual Workshops

SpencerMaurice combines contemporary workshop facilitation and online collaboration tools to deliver fun and engaging workshops. We can readily tailor our workshop designs to meet specific client needs.

All of our workshops are designed using robust facilitation and inclusive techniques. This ensures that the time spent is valuable, insightful, and safe.

We are flexible in our approach, and able to deliver using a range of industry standard technology platforms used by government agencies and large corporations.

Our online workshops can be tailored to include visual illustrators, online voting, and other interactive components.

This allows us to maximise engagement and inclusion, while rapidly delivering high impact, and valuable outcomes.

Contact

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