

Capability Brief

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Spencer
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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 connect purpose, people and performance.

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.

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.



Our Approach to Helping Clients

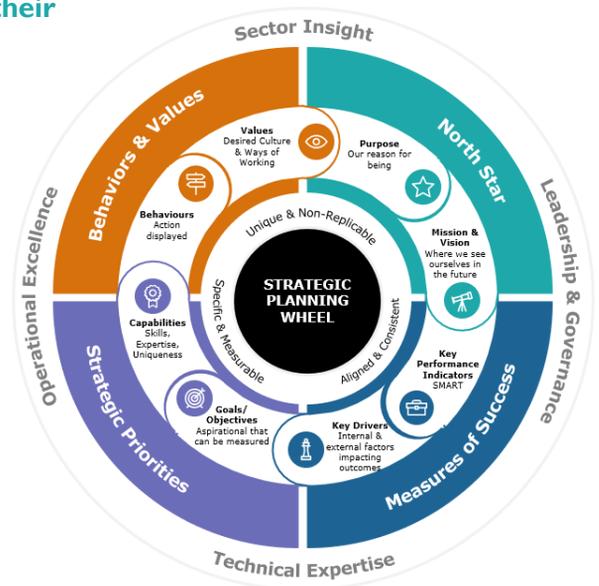
SpencerMaurice are specialists in supporting leaders and organisations as they review and redefine their strategy.

We are proud to have partnered with a broad range of major government agencies, corporate enterprises, and social enterprises, to help them define their vision and strategy, establish supporting corporate plans, and design the tools to enable effective reporting on progress and risks.

We use proven methodologies and take a systems approach which leverages human centred and co-design practices.

Our strategic planning process places you and your team at the centre to the design process.

Our Strategic Planning Wheel outlines how these key elements work together to support our systems approach.



North Star	How an organisation and its leaders articulates its purpose and reason for being. Why the organisation exists and the legacy its leaders aspire to leave.
Measures of Success	How success articulated, measured and celebrated across all parts of the organisation, including your customers
Strategic Priorities & Outcomes	What key priorities, goals and capabilities does the organisation and its leaders need to deliver, build or acquire in order to support its vision.
Behaviours and Values	What behaviours and ways of working need to be communicated, embedded and celebrated within the organisation to ensure the vision and purpose is achieved.

These four key elements need to be supported and underpinned by organisational enablers such as Operational Excellence, Sector Specialisation & Insight, Leadership and Governance and Technical Expertise.

Together these key elements and enablers provide a robust framework to guide the strategic planning and implementation process, and ensure it is aligned to organisational purpose.

Helping our clients to deliver outcomes

Multicultural NSW

Strategic Planning

We were commissioned to provide leadership support to help design and embed the agency's new three year corporate and strategic plan.

The engagement included a series of highly interactive and engaging workshops to collaboratively design the strategy and implementation plan.

NSW Office of Transport Safety Investigations

Organisational Review

Years of funding reductions had resulted in the agency being under-resourced to deliver core services.

OTSI's core business is to conduct transport safety investigations into bus, ferry, and rail safety incidents. It is a small NSW Government agency, with approximately 15 FTE.

We helped the CEO build the case for new funding. This work also involved reviewing and redesigning service delivery, policies, procedures, key workflows, a review of risk management, and design of a new organisational structure.

NSW Rural Fire Service

Business Case Development

SpencerMaurice was commissioned to help formulate strategic responses to significant work health and safety challenges, and their impacts on Assets and Infrastructure within NSW RFS.

This involved a review of their usage of PPE equipment, Assets and Infrastructure, and potential risk mitigation strategies. The work included detailed financial modelling for potential risk mitigation strategies, and developing the strategic business case submission for a major program of remediation work.



Helping our clients to deliver outcomes

NSW Office of the Director of Public Prosecutions

Enterprise Risk Management

ODPP needed to rapidly update their enterprise risk register, and review their enterprise risk framework to ensure compliance with Treasury guidelines.

SpencerMaurice developed a revised risk enterprise management framework, and facilitated a collaborative risk management workshop, where executive learnt how to apply the new framework in a collaborative workshop. The enterprise risk register was updated to reflect current circumstances, using the new framework.

Revenue NSW

Service Redesign & Process Improvement

SpencerMaurice was commissioned by Revenue NSW to work with NSW Local Councils and NSW Police, to identify improvement opportunities relating to the end-to-end Fines process.

A program of stakeholder engagement and online collaborative co-design workshops was carried out. We produced a report outlining recommended reform and business process improvement opportunities.

NSW Department of Planning, Industry & Environment

Governance & Program Management

We were engaged to design and implement a revised governance and performance reporting framework across the PDPS division of NSW DPIE, spanning approximately 1300 FTE, and all of their programs of work.

This included an intensive program of executive coaching focused on program and project management, to help embed the new framework and uplift management capability.



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.



Service Redesign & Process 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 Reviews and 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 & communications

Our Services



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.



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.

- 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



Our Services



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



Diversity & Inclusion Strategy

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

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.





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