

Name	Greg Joffe
Organisation	The Nous Group
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Expertise	Corporate Governance Legal Issues Strategic Business Planning Financial Management Risk Management Board development Monitoring and accountability
Qualifications	MA (International Policy Studies) and BA (Hons and Departmental Distinction) (Economics) from Stanford University and a LLB from UNSW Secretary, then President of the Stanford Alumni Association of Australia from 2000 to 2007.



Bio:

Greg Joffe is a Principal in the strategy and public policy practice of The Nous Group. He brings a unique set of managerial and commercial insights to assist private and public sector clients. Greg has a strong record in setting organisational objectives and strategies, and in working with all levels of organisations, from the Board and senior management teams through to front line operations, to deliver results. Prior to joining The Nous Group, Greg was the head of Strategic Development at Austrade for 6 years. In his last year with Austrade he was also the Chief Information Officer.

Greg advises clients in relation to policy development, strategy, business planning, performance and client service improvement, business process improvement, and performance measurement.

In Health and Aged Care, Greg led Nous' work:

- Reviewing the governance models to apply following the removal of the NSW Area Health Services Boards
- Developing scenarios for the future of health with a large group of senior health experts
- Assisting a not for profit health provider to assess possible uses and financial models for a large hospital building
- Facilitating strategic planning for the Australian arm of a large global pharmaceutical company
- Assisting a global pharmaceutical company to review its research and ensure optimum alignment with Australian and state research priorities and programs

- Facilitating workshops on service design (and separately on IT strategy) for a large not for profit aged care provider
- Reviewing the operating model for a retirement village and aged care provider – including organisation structure, key processes and systems and capabilities.

Other recent work at Nous includes:

- Strategic planning for Senior Executive teams in the public and private service, including in Housing, Health and Pharmaceuticals and Financial Services
- Facilitating the Governance/Constitutional stream at the Australia 2020 summit
- Strategy analysis and recommendations for a mid tier bank, examining all of the retail banking product lines
- The business case and blueprint for a call centre and web based limited advice model for a consortium of superannuation funds
- Organisational design and change management for a large financial services organisation
- Development of major corporate scenarios for an electricity and gas transmission and distribution company, taking into account possible climate change, climate change responses, technology shifts, shifts in regulatory approach by the ACCC and energy regulators and workforce challenges
- A major economic development review of the Creative Sector for the NSW government, and a review of the Screen Industries for the Victorian government

Greg began his career trading equity options and oil in London and Monte Carlo. He has worked as a solicitor at Freehills and as a management consultant with McKinsey & Company.

Greg is results driven. He led Austrade's client service improvement program, which raised Austrade's client satisfaction from 77 to 88.2%, a major improvement for a 1000 person internationally spread Federal government agency. He also worked closely with Austrade's MD and Board putting in place programs which increased the 'number of companies assisted by Austrade through to a sale' by 67% over 3 years. He has worked with a number of clients to set strategic direction and then to operationalise the strategy through changes in organisational structure, business processes, IT enablement and people capability development.

Greg's broad experience across a variety of industries including services (finance, law), utilities (telecommunications, water), manufacturing (food, heavy industry), mining, government, health, pharmaceuticals, and not-for-profit enables him to provide clients with relevant insights and frameworks to help set corporate direction and identify how to achieve the desired objectives.