

**The TCM Group**

**Recruitment pack for the position of  
Head of Investigation and Audit Services**



The TCM Group  
235, Business Design Centre  
52 Upper Street  
LONDON  
N1 0QH

**Are you focused and commercially minded, with a background in delivering investigation and/or audit services? Are you determined to affect change in the world of work?**

This role will focus on developing the investigation and audit arm of The TCM Group. This includes managing complex workplace investigations, neutral evaluations, bullying and harassment audits and all related training services.

You will be able to systematise quality processes in order to deliver world class investigations based on the diverse and often complex needs of our customers.

You will develop, nurture, manage and lead a team of Associates ensuring they are delivering world class investigation and audit products and courses. You will ensure that they are coached and mentored and given the opportunity to constantly review and improve their practice.

This role will directly accountable for delivering sales and high impact marketing and PR in this area. You will be able to demonstrate a can-do attitude, with a commercial instinct.

You will be up to date with current legislation and continuously horizon scan for new opportunities.

Working as part of the leadership team at TCM, you will have a passion for excellent customer care and work well in a small business with big plans!

\*\*Our website contains more information about our investigation and audit services, please visit [www.thetcmgroup.com/employee-relations/workplace-investigations/](http://www.thetcmgroup.com/employee-relations/workplace-investigations/) \*\*

## **Key Facts**

**TITLE:**

Head of Investigation and Audit Services

**BUSINESS LOCATION:**

BUSINESS DESIGN CENTRE, ISLINGTON, LONDON, N1 OQH, UK

**WORK LOCATION:**

National

**REPORTS TO:**

TCM's COO (Jayne Liddle)

**SALARY:**

£45K per annum plus pension and generous profit share bonus scheme.

**HOW TO APPLY:**

Please submit your CV plus a covering letter demonstrating how you meet the requirements set out on pages 4 and 5 to [jobs@thetcmgroup.com](mailto:jobs@thetcmgroup.com). Applications without a covering letter will be rejected.

**DEADLINE:**

5pm Friday 29<sup>th</sup> March 2019

## **Overview**

TCM is on a 20+ year mission to transform the world of work. Specifically, in the field of Conflict Management, Employee Relations and Leadership Development. One of our core beliefs is that that employees and employers are at their best when they lead and engage each other informally and collaboratively. Especially when it comes to resolving conflict in the workplace.

However, sometimes serious problems occur and for that reason TCM offers our customers a package of workplace investigations, neutral evaluations and bullying and harassment reviews. Getting investigations right is a major priority for HR and leaders. They know that they can rely on TCM to deliver a high quality, robust, fair and thorough investigation or audit. Organisations are also taking the issues of bullying and harassment more seriously now than ever. With your leadership, we expect our bullying reviews to grow substantially over the coming year.

Investigations, audits and reviews currently represent about 10% of our total business revenues. However, we expect this to increase to 25% over the next three years. The Head of Investigation and Audit Services will work with The TCM Group's CEO and COO plus other colleagues to drive this growth.

Since 2001, TCM has secured a world class reputation and a first-class client list, including HSBC, Network Rail, HMRC and Royal Mail. Our unique product offering is gaining substantial credibility and we are major and well respected player in the fields of mediation, employee relations and HR and leadership development.

We are seeking a suitably qualified, ambitious and driven individual to head up TCM's investigations and audits arm

### **You will have:**

- A relevant degree or equivalent qualification which demonstrates your commitment to your personal and professional development.
- Experience of conducting workplace investigations and interviews and preparing investigation reports.
- Outstanding written communication skills with evidence of writing a range of business documents such as management reports, strategy documents, business cases, pitches, bids or tenders etc.
- Demonstrable experience of working as part of a team with the ability to use own initiative.
- Demonstrable experience of working in a commercially driven environment with evidence of success in marketing and sales.
- Evidence of ongoing continuous professional development relevant to this field.
- An understanding of current legislation and best practice in the employee relations and employment law fields.
- Demonstrable experience of building, leading and managing a team.

- Project management experience, with the ability to manage multiple projects at any one time.
- Evidence to show how you are able to ensure systems and processes (including IT systems) are in place to assure quality.
- Demonstrable experience of building commercial relationships with senior external stakeholders and managing sensitive client accounts.
- Understanding of standard office software and social media platforms.
- Evidence of being a starter-finisher with a high growth, continuous improvement mind-set.
- Demonstrable self-awareness and an appropriately self-critical approach.
- A principled *and* pragmatic approach.
- An unwavering commitment to practice what you preach.

**You will ideally also have:**

- Experience in employment tribunals either standing in judgement, in defence or prosecution or as witness.
- Experience of designing and delivering training programmes and workshops.
- Confidence when communicating in both public and 1:1 settings.

**Location:**

TCM's head office is based in Islington, London however there will be substantial field-based work across the UK and internationally. TCM is currently establishing a UK wide Associate Network which may require you to visit associates from time to time to offer support, mentoring and training as needed.

**SALARY:** £45K per annum plus pension and generous profit share bonus scheme.

## Head of Investigation and Audit Services

**Key Tasks and Responsibilities:** *(please note this list is not exhaustive)*

- End to end management of the full customer life cycle, including handling inbound enquiries, conducting pre-assignment assessments and tasks, completing logistical arrangements, problem solving, complaints resolution, quality assurance and all aftercare activities.
- Develop the Investigation and Audit Arm of the business so that it accounts for around 25% of total sales.
- Manage and lead a team of associates ensuring appropriate appraisal and review systems are in place.
- Implement and continuously review a quality assurance process for TCM's investigation audit and evaluation services.
- Management of the sales cycle and account management including but not limited to: writing proposals; responding to RFP's and tender requests; on boarding new clients and undertaking client review meetings.
- Develop a sales and marketing strategy for this area.
- Be part of the Senior Leadership Team at TCM.
- Supporting the CEO and COO in maintaining the integrity and reputation of the business and supporting the growth of the business.
- Providing regular report to the TCM Board against agreed KPIs.
- Supporting the National Investigation Network by designing and delivering CPD and debriefing events.
- Contribution to best practice and thought leadership within the business.
- Undertake Investigations and Investigation skills training when necessary.

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