

Recruitment pack for the position of
**Associate consultants and trainers –
workplace investigations.**



The TCM Group
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Introduction

The TCM Group (TCM) is seeking experienced and qualified investigators and investigation trainers to join our approved panel. The following pages describe more about TCM, the role, the competencies and experience that we are looking for. It also includes details about how to apply.

TCM is a leading provider of mediation, investigation, conflict management, employee relations and leadership development consultancy and training. Over the past 18 years we have secured a world class reputation and a first-class client list. We have worked at a strategic level to embed mediation and resolution programmes within organisations as varied as Royal Mail, Network Rail, NATS, Aviva, HSBC, Lloyds Bank, Capgemini, BA, Virgin Atlantic Airways, Tesco, The BRC, The Metropolitan Police, London Ambulance Service and the entire UK Civil Service (with whom we have a framework agreement to deliver mediation training).

We have seen (and arguably driven), significant developments in the area of workplace mediation, workplace investigations, values-based leadership, person centred, and principles led human resources processes and compassionate and collaborative workplace cultures. Our unique [TCM System™](#) is being applied in a wide array of organisations and our progressive HR/ER and OD practices, which used to be viewed as disruptive or ahead of their time, are becoming increasingly mainstream.

We operate out of the Business Design Centre in Islington and we have a state-of-the-art training and mediation venue (The TCM Academy). We have a team of 8 full time employees covering a range of head office and leadership roles. The TCM team also includes a team of freelance associates. Please [click here](#) to view the current TCM team. We have adopted a lean business methodology and we use outsourced partners to support our head office team.

In 2018, TCM was awarded Mediation Provider of the Year at the National Mediation Awards (hosted jointly by the Civil Mediation Council and The College of Mediators). In 2019, we are finalists for several awards and we are proud that our achievements are being recognised by industry leaders here in the UK and overseas. As part of our CSR efforts, TCM supports the Stephen Lawrence Charitable Trust and we make regular donations to support the important work of this organisation.

The TCM Group created and enthusiastically applies the FAIR Model™ across all our services and activities - Facilitate, Appreciate, Innovate, Resolve. This is a robust and highly effective model which encourages open, honest and mature dialogue. The FAIR Model™ is at the heart of our services, and of our business. Our values (Innovation. Courage. Excellence. Collaboration. Integrity.) define us, and we take a holistic, values based and person-centred approach to how we work at TCM.

For an informal discussion about the associate investigator and trainer role, please contact TCM's head of investigation and audit services: Gary Rogers on 020 7092 3186 or via email gary.rogers@thetcmgroup.com.



Key facts, competencies and how to apply

The TCM Group provides a wide range of organisations with a bespoke and high-quality workplace investigation service. We also design and deliver accredited investigation and interviewing skills training. These services and courses ensure that employers can pursue a course of action which is compliant, consistent and credible.

Using the highly acclaimed TCM FAIR Model™, our professional investigation consultants deliver an impartial, fair, structured and rigorous assessment of the evidence relating to an allegation or a series of allegations.

We are looking for highly skilled, and experienced, investigation consultants and trainers to enhance our team of consultants, as we expand our investigation services.

To be considered, you need to offer substantial investigation experience, covering all aspects of workplace investigations into grievances and allegations of bullying, harassment, and misconduct (up to and including gross misconduct).

Having attained a relevant qualification or equivalent work experience, you will support investigations by developing evidential material through obtaining witness and victim statements, viewing CCTV, liaising with the medical and educational sector, identifying lines of enquiry, supporting interviews and other investigative tasks.

For trainers, training qualifications, or demonstrable experience, would also be a distinct advantage. The TCM Group operate globally, and so a willingness to travel, with some overnight stay, is required.

Fees

Our fees range from £250 to £450 per day. Some assignments are offered at an hourly rate which is typically between £30-£50 per hour. The fees are determined by the client on a case by case basis and we will confirm the fee structure at the commencement of each assignment. Fees exclude travel expenses and accommodation where it is required.

Training and development

The TCM Group provides full training, support and ongoing coaching for its consultants, to ensure that they are cognoscente with the FAIR Model™, our values, products, quality systems and methodology.

Competencies (investigations)

- Extensive, demonstrable, experience in conducting investigations to a civil and/or criminal standard.
- Ability to gather and interpret complex information, data and evidence.
- Recognised, or willingness to attend, training in investigative skills to an accredited standard.
- Excellent communication skills, with experience of building trust and respect in working relationships.
- Act with honesty and integrity in all circumstances.
- Respect diversity and inclusion in all circumstances.



- Exemplary report writing skills, articulating complex information succinctly and clearly.
- Excellent time management, often working towards challenging deadlines.
- Ability to operate at a high standard in challenging and time-critical circumstances.
- Recognised, or willingness to attend, training in training delivery a distinct advantage.

Competencies (training)

- A recognised qualification, or willingness to work towards such, in training design and/or delivery.
- Experience of designing and delivering a variety of course content to a wide-ranging audience.
- Excellent interpersonal skills with demonstrable experience of building a relaxed, open and friendly learning environment.
- The ability to respect views, opinions and values and respect the diverse and inclusive organisations that TCM represents.
- Deliver training with honesty, integrity and aligned to TCM's core values and behaviours.

TCM Core Values and Behaviours

- Innovation – Generating, implementing and evaluating ideas that make a difference.
- Courage – To make a difference, to challenge and to be a critical friend, always with respect.
- Excellence – Strive to be the best that they can be.
- Collaboration – Working in harmony with each other and with our customers and partners.
- Integrity – Being trustworthy, being honest and keeping our promises.

The TCM Group is an equal opportunities organisation.

How to apply

For an informal discussion about the associate investigator and trainer role, please contact TCM's head of investigation and audit services: Gary Rogers on 020 7092 3186 or via email gary.rogers@thetcmgroup.com.

Your application and CV should be submitted via the TCM website using the application form at: <https://thetcmgroup.com/careers/>

Our compact with freelance consultants

The TCM Group values the commitment and dedication of its freelance consultants and we work collaboratively to contribute and support their personal development. We promote a culture of reflective practice and an ongoing commitment to driving up quality standards. This includes:

- Induction training and ongoing coaching and reflective practice from our Head of Investigation and Audit Services.
- Paying a fair fee for assignments and paying your invoices on time.



- A consultant handbook which outlines what freelance consultants can expect from TCM and what TCM expects from its freelance consultants, setting the framework for a world-class working relationship.
- Opportunities for you to be part of a world class team and to contribute to the growth and success of The TCM Group (e.g. writing articles and blogs, speaking at conferences, attending pitch meetings etc).

The associate consultant onboarding process comprises

- Initial phone call
- Face to face interview at TCM HQ
- Training and opportunities to shadow (as required)
- Assignments allocated with fees agreed and contracts issued on a case by case basis

All consultants are required to attend a 2-hour induction workshop at TCM HQ. These are run twice a year and you will be advised of the next available date

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Associates are contracted via an Independent Contractor Agreement for the provision of services on a case by case basis. They will not be directly employed by The TCM Group and consultants are able to work on other projects simultaneously and to reassign projects (supply a substitute) subject to approval from the client.

