

Recruitment pack for the position of
Head of HR Consulting.



The TCM Group
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Introduction

The TCM group is a leading provider of mediation, conflict management, employee relations and leadership development consultancy and training. Over the past 20 years, we have secured a world class reputation and a first-class client list. We have worked at a strategic level to embed conflict resolution, cultural change, leadership and resolution programmes within organisations as varied as Royal Mail, Network Rail, NATS, Aviva, HSBC, Lloyds Bank, TSB, Capgemni, Ofcom, 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).

Established by our CEO, David Liddle in 2001, we have been a driving force in the development of workplace mediation, 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 are becoming increasingly mainstream. In 2014, TCM published the now ubiquitous Resolution Framework™ and Resolution Policy™ which offer a timely alternative to damaging and divisive grievance and discipline procedures.

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 7 full time employees covering a range of head office and leadership roles. The TCM team also includes c40 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. Our external partners include:

- Design and web
- PR and communications
- CRM – we use Salesforce.com
- Bid writing (large bids).
- Accountancy, IP protection, legal support and other professional services.

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 were finalist for the Best HR/L&D Consultancy of the year at the CIPD's People Management Awards.

[Click here hear to read what people say about TCM on TrustPilot](#)

The TCM Group created and enthusiastically applies the FAIR Model™ across all of 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 define us, and we take a holistic, values based and person-centred approach to how we work at TCM.

We have recently appointed a head of programmes and MD for TCM, Claire Gearon, who is leading on the design and delivery of our leadership & management programmes. Claire will be working closely with this post holder to develop, deliver and evaluate people and culture programmes for our customers. We have also appointed a head of investigation and audit services, Gary Rogers, to grow and expand that part of the business. We now wish to appoint a **Head of HR Consulting** who will be responsible for managing and growing our resolution services and our HR, ER, OD and culture change consulting activities.

Are you seeking a leadership role in one of Europe's leading people, culture, and leadership consultancies? Are you a natural entrepreneur, with a proven track record in sales, marketing and business development? Are you determined to effect change in the world of work?

TCM is seeking a suitably qualified and experienced HR or OD expert to lead our award-winning resolution and people and culture consulting activities thereby supporting us to realise our ambitious growth and expansion plans.

As a well-established consultancy, a substantial amount of our work is generated through relationship management, recommendations, and referrals. Therefore, a substantial part of this role will include customer engagement and relationship management. Of course, securing and retaining new business is also important. You will lead an end to end business development and contract delivery process covering our HR consultancy services including handling enquiries, tender and bid writing, customer onboarding, running 3D reviews (Discover, Diagnose Design), contract compliance, troubleshooting & problem solving, evaluating the impact of our services and ensuring an exemplary level of follow up.

Working closely with a team of the world's top HR, OD and L&D professionals, you will lead on the development, promotion, implementation, and evaluation of the following aspects of TCM's HR consulting activities:

Resolution services

- In-house and outsourced mediation schemes.
- TCM's range of mediation and conflict management services and associated training.
- Team mediation and team facilitation services.
- Workplace Restorative Justice programmes and consulting.
- Employee relations consulting and training.

HR Transformation

- The TCM Resolution Framework™ (the proven alternative to discipline and grievance procedures).
- Progressive, person centred and values-based HR and management systems, guidelines, policies, and procedures.
- Cultural change programmes for our customers including supporting our customers to develop fair, just, inclusive, engaged, and high performing cultures.
- People and culture strategies plus the activities and services which underpin the implementation of our customers people and culture strategies.
- Training and coaching for HR, ER, OD and L&D teams.
- Change management, organisational development, and turnaround consultancy programmes.

You will be an ambassador for TCM and its principles which will include designing and running workshops and speaking at conferences and events. Excited about the world of social media and digital communications, you will enjoy engaging in regular social

media and web-based activities such as writing blogs, webinars, and online chats/clinics.

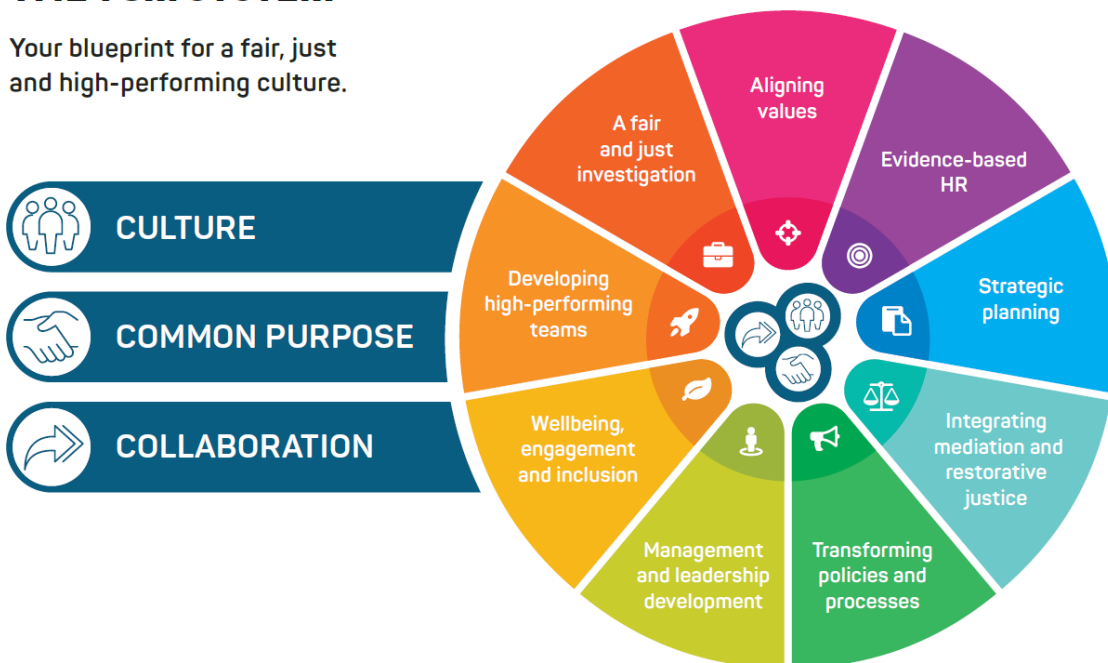
You will be the quality lead for our various resolution and people and culture consulting services and courses. You will be passionate about the quality of the services our consultants are delivering. Your proactive approach will ensure that you are able to predict and plan for the changing needs of the business and ensure that we have access to the necessary talent to deliver our commitments.

You will seek to continually improve our range of resolution and people & culture courses and training programmes. You will also be required to extend our flexible learning solutions, ensuring that our courses and programmes are taking full advantage of digital teaching and eLearning solutions and applications.

The leadership team at TCM are proud of what we have achieved over the past 20 years. Looking ahead over the next twenty years, we are extremely ambitious, and we are excited about the potential for significant growth and expansion measured in terms of customer acquisition, customer retention, revenue growth and profitability.

THE TCM SYSTEM™

Your blueprint for a fair, just and high-performing culture.



About you

With over five years' experience working as an HR/OD consultant or operating at, or working towards, a senior level in an HR, OD, ER and/or L&D role, you will bring the following skills, knowledge, and experience to the role:

1. Relevant masters level qualification or equivalent experience.
2. A commitment to the principles, models and techniques which underpin the [TCM System](#).
3. Experience of working in a commercially driven environment and achieving commercial targets.
4. Experience of developing person centred and values-based initiatives or strategies which generated measurable business outcomes.
5. Experience of building, leading, and managing a high performing team.
6. Experience of innovating, independently and through collaborative teamwork, promoting feedback, challenge, and debate to help optimise business solutions.
7. Experience of presenting ideas persuasively, creating a compelling case, and securing agreement to ideas.
8. A demonstrable commitment to fairness, diversity and inclusion.
9. Outstanding written and verbal communication skills with experience of writing a range of formal and informal business documents such as bids, tenders, pitches, management reports, strategy documents or case studies etc.
10. A track record in driving continuous improvement which has contributed to business growth.
11. Experience of using IT systems which improve efficiency, enhance customer experience and which help to assure quality.
12. Demonstrable experience of building long term commercial relationships with senior external stakeholders.
13. Evidence of being a starter-finisher with a high growth, continuous improvement mind-set.

Desirable

1. Experience of developing and delivering against a people and culture strategy or a people plan.
2. Experience of developing and delivering against a sales and marketing plan.
3. Experience of applying the CIPD HR profession map and an understanding of its impact.
4. Experience of communications and PR including public speaking and social media.
5. Experience of leading a pitch team.
6. Understanding of systems thinking and evidence of using systems thinking within projects that you have worked on.
7. A well-established network within the HR and OD profession.

Memberships

We welcome applications from candidates who are members of one, or more, of the following bodies and institutions:

- CIPD

- PPMA/HPMA
- ILM/CMI
- Institute for OD
- Management Consulting Association (MCA)
- Learning and Performance Institute (LPI)
- Institute of training and occupational learning (ITOL)
- Association for Project Management (APM)
- Toastmasters International

Note for applicants: please respond to the above areas in your covering letter and include examples where possible. Please also refer to any of the desirable criteria which are relevant to you.

Key facts and how to apply

TITLE:	Head of HR Consulting
LOCATION:	TCM's head office is based in The Business Design Centre in Islington, North London. However, there will be substantial for opportunities for flexible working as well as opportunities for engaging with prospects, customers, and consultants across the UK and internationally. Much of the work that used to be done face to face is now also able to be carried out online.
SALARY:	£60K+ per annum plus pension. This salary is calculated as follows: £45K p/a base salary, £5K performance related pay plus £10K+ p/a profit share bonus scheme.
Reports to:	TCM's MD, Claire Gearon (plus regular opportunities to report to the CEO of TCM, David Liddle)
HOW TO APPLY:	Please submit your CV plus a covering letter demonstrating how you meet our requirements on the following pages to jobs@thetcmgroup.com . <u>Applications without a covering letter will be rejected.</u>
GO LIVE:	Monday 15 th June 2020
DEADLINE:	5pm Friday 10 th July 2020.