

Recruitment pack for the position of:

# HEAD OF PEOPLE AND RESOLUTION



**TCM** GROUP  
Train · Consult · Mediate

TCM® is a registered trade mark of  
The TCM Group.



Call: 0800 294 97 87  
+44 (0)20 7404 7011



Business Design Centre,  
52 Upper St, London, N1 0QH



Email:  
[jobs@thetcmgroup.com](mailto:jobs@thetcmgroup.com)



Website:  
[thetcmgroup.com](http://thetcmgroup.com)

## Are you seeking a leadership role in one of Europe's top people, resolution and culture change consultancies?

### Introduction

#### Are you a natural entrepreneur, with a passion to put people before process and a desire to effect change in the world of work?

TCM is seeking a suitably qualified and experienced ADR, HR, L&D and/or OD professional to lead our award-winning people and resolution consulting activities. The primary focus of the role will be supporting organisations who wish to integrate a Resolution Framework™ to replace their traditional discipline, grievance, and associated HR processes.

Please visit [www.resolutionframework.com](http://www.resolutionframework.com) for more details.

As a well-established consultancy, a substantial amount of our sales are 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 including managing 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 aftercare and follow up.





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

### Resolution services

- ✔ The TCM Resolution Framework™ (the proven alternative to the traditional discipline and grievance procedures).
- ✔ 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

- ✔ 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 a fair, just, inclusive, sustainable, and high performing culture – a transformational culture.
- ✔ 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.



## Key Facts

- TITLE:** Head of People and Resolution.
- LOCATION:** We offer flexible working.
- SALARY:** £60K+ per annum. The annual remuneration is calculated as follows: £45K base salary plus £5K performance related pay plus £10K+ p/a profit share bonus scheme.
- REPORTS TO:** 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](mailto:jobs@thetcmgroup.com)

**GO LIVE:** Thursday 29th July 2021

**DEADLINE:** 5pm Friday 27th August 2021.

**Applications without a covering letter will not be considered.**

## Our Requirements

The successful candidates should have a minimum of three years' experience in the areas of ADR, HR, ER, L&D and/or OD. In addition, we are seeking candidates will bring the following skills, knowledge, and experience to the role:

### Essential

- ✓ Relevant masters level qualification, or equivalent experience.
- ✓ A commitment to the principles, models and techniques which underpin the Resolution Framework.
- ✓ Experience of working in a sales driven environment and achieving commercial targets.
- ✓ Outstanding written and verbal communication skills with experience of writing a range of persuasive business documents.
- ✓ A track record in driving continuous improvement which has contributed to business growth.
- ✓ Demonstrable experience of building long term relationships with senior external stakeholders.
- ✓ Evidence of being a starter-finisher with a high growth, continuous improvement mind-set.

## Desirable

*NB. The following desirable criteria are not used as part of the shortlisting process, but they may be considered as part of the final selection.*

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

**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.

## About TCM

The TCM Group is an award winning provider of mediation, conflict management, cultural change, human resources, 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, Capgemini, 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 transformational 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 2013, TCM published the now ubiquitous Resolution Framework™ 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 8 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, SEO, and web development
- 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 2020, we were awarded HR Consultancy of the Year at the Personnel Today 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 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.

**Our values define us:**

**Innovation. Courage. Excellence. Collaboration. Integrity.**

## TCM brands and websites

The TCM Group [www.thetcmgroup.com](http://www.thetcmgroup.com)

The Resolution Framework [www.resolutionframework.com](http://www.resolutionframework.com)

Transformational Culture [www.transformationalculture.com](http://www.transformationalculture.com) (in development)

The Mediation Company [www.themediationcompany.com](http://www.themediationcompany.com)

The Investigation Company [www.theinvestigationcompany.com](http://www.theinvestigationcompany.com) (in development)

The Institute of Organisational Dynamics [www.organisationaldynamics.org](http://www.organisationaldynamics.org)

Engage Leadership [www.engageleadership.co.uk](http://www.engageleadership.co.uk)