



Application pack for the position of  
Transformational Culture Co-ordinator.

## Introduction.

The TCM Group is a leading and award winning provider of cultural change, conflict management and leadership development. 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 cultural change, leadership development and conflict 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 and leadership training).

Established by our CEO, David Liddle in 2001, we have been a driving force in the development of purpose led, values based and person centred organisations. Our unique [Transformational Culture Model™](#) is being applied in a wide array of organisations and our transformative leadership and management practices are becoming increasingly mainstream. In 2014, TCM published the now ubiquitous [Resolution Framework™](#) which offers a timely alternative to damaging and divisive grievance discipline and performance management systems.

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 12 full time employees covering a range of head office roles. The TCM team also includes c60 freelance associates. Please [click here](#) to view the current TCM 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 were finalist for the Best HR/L&D Consultancy of the year at the CIPD's People Management Awards. In 2020, we were the proud winners of the HR Consultancy of the Year at the Personnel Today Awards and in 2021, we won the Change Management Award in partnership with TSB Bank

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

TCM's highly regarded, ***Transformational Culture Model™***, is leading the way in supporting leaders and managers to integrate and sustain fair, just, inclusive, sustainable, and high performance cultures. ***Transformational Culture™*** is growing rapidly, and we are attracting a team of some of the top global talent to design and deliver innovative cultural change programmes for our customers. We are now seeking a full time co-ordinator based within TCM head office to help us to manage this demand, and to support the growth of this area of TCM.



The 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 global growth measured in terms of customer acquisition, customer retention, revenue growth and profitability.

We are grateful for your interest in this position, and we welcome your application to join our team.

## About the role.

Whilst helping to establish our growing brand, there are core areas that you will focus on:

### **1. Co-ordination and administration**

- a. Build effective commercial relationships with existing and potential customers, delivering service excellence for our range of organisational development (OD), leadership and management programmes and coaching services.
- b. Develop systems, processes and resources which streamline operations and deliver maximum value to our customers and to TCM.
- c. Work with prospective and existing customers to assess their needs and to create tailored services and proposals.
- d. Liaise effectively with customers and consultants throughout the life cycle of a programme and to provide full service administrative support.
- e. Liaise with TCM consultants to allocate engagements, including the preparation of contracts and other administrative support.
- f. Liaise with TCM's accrediting bodies such as ILM and TILM.
- g. Ensure adequate quality assurance of programmes using The TCM System (this is our proprietary project management and quality assurance system).
- h. Act as the main point of customer and consultant contact throughout an assignment ensuring satisfaction and retention.
- i. Provide ongoing support and aftercare post an assignment ensuring that all evaluation data is assimilated and integrated.
- j. Update records on the company CRM, Salesforce.com.

### **2. Supporting the Head Office Team with activities that may be required:**

- a. To co-ordinate with colleagues at TCM Head Office on the design and delivery of transformational services including those covering HR, leadership, and culture change.
- b. To work as an active member of the TCM team and to be flexible and adaptable based on the changing needs of the business.
- c. Use good business sense and problem-solving capabilities to deliver maximum value to both clients and to TCM.
- d. Assisting with enquiries as they come into the business.
- e. Supporting consultant meetings and supervision networks including monitoring attendance.
- f. Supporting the setup and management for other assignments including administrative support.
- g. Answering the phone and diverting calls/taking messages as required.
- h. Carry out any other duties appropriate to the post.

## About you.

We are seeking an exceptional candidate to join our Head Office Team. You should possess the following experience, skills, and qualities. As part of your application, please prepare a covering letter which will tell us how you meet the requirements below.

### Experience:

- A minimum of 3 years' experience in a coordinator or senior administrator role within a fast-paced working environment.
- Experience of developing effective systems and processes which deliver customer value and improve internal operations.
- Experience of operating effectively in an evolving, complex, and sometimes ambiguous environment.
- Experience of developing and maintaining effective relationships with customers and colleagues.
- Experience of working on multiple projects and managing complex information.
- Experience of innovating, independently and through collaborative teamwork, promoting feedback, challenge, and debate to help optimise business solutions.
- A track record in driving continuous improvement which has contributed to business growth.
- It would be **desirable** for the candidate to have experience of project management.

### Knowledge and skills:

- Outstanding relationship-building skills at all levels of an organisation.
- Able to manage and analyse large data sets.
- Outstanding written and verbal communication skills with experience of writing a range of formal and informal business documents such as emails, management reports or strategy documents etc.
- High standard of computer literacy
- Strong influencing and negotiating skills and possessing good business acumen.
- Works well under pressure and has high levels of personal resilience.

### Attitude and qualities:

- Demonstrable attention to detail and accuracy.
- Able to quickly digest and understand complex business needs and challenges.
- A starter-finisher.
- A team player.
- Well organised and self-sufficient.
- Demonstrable customer focus.
- Innovative and seeks out and implements creative solutions to problems.
- Commitment to quality and continuous improvement.

**Note for applicants:** please respond to the above areas in your covering letter and include examples where possible.

## Key facts and how to apply.

<b>TITLE:</b>	Transformational Culture co-ordinator
<b>LOCATION:</b>	Hybrid working. We will take a flexible approach, indicatively three days per week home based, two days per week office based at TCM's head office in The Business Design Centre in Islington, North London.
<b>JOB TYPE:</b>	Permanent, Full-Time.
<b>SALARY:</b>	Earnings of £40,000+ per annum. This salary is calculated as follows: £25,000 to £30,000 p/a base plus £15,000+ p/a profit share bonus scheme.
<b>BENEFITS:</b>	Pension scheme plus generous holidays and birthday leave.
<b>REPORTS TO:</b>	TCM's Managing Director, Lisajay Baker.
<b>HOW TO APPLY:</b>	Please send your CV and covering letter to <a href="mailto:jobs@thetcmgroup.com">jobs@thetcmgroup.com</a>
<b>GO LIVE:</b>	11 <sup>th</sup> February 2022.
<b>DEADLINE:</b>	ASAP.

## More about The TCM Group

The TCM Group is a global provider of conflict resolution, culture change and leadership consultancy and training. The TCM Group comprises 8 brands which are set out below. More details of each TCM brand can be found on the associated website:

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

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

Engage Leadership™. [www.engageleadership.com](http://www.engageleadership.com)

Engage Coaching™. [www.engagecoaching.com](http://www.engagecoaching.com) (in development)

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

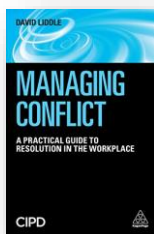
The Mediation Company™. [www.themediationcompany.com](http://www.themediationcompany.com)

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

Total Conflict Management™. [www.conflictmanagement.com](http://www.conflictmanagement.com) (in development)

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

TCM's founder and CEO, David Liddle, has achieved many accolades including top 20 HR Most Influential Thinker and Thinkers50 Radar. He has written two highly regarded books and has contributed to many others, including a recent text by Thinkers50.



**Managing Conflict.**

<https://amzn.to/2EbdX7O>



**Transformational Culture.**

<https://amzn.to/3vIH7e4>



**Perpetual Transformation.**

<https://amzn.to/3gCOTN2>

"Transformational Culture by David Liddle provides the guidance to leaders, managers, and HR professionals on the importance of putting purpose, values and people first. David delivers a blueprint for creating an inclusive, sustainable, and high performing culture."

— Omar Ali, Financial Services Leader, EY



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