

TCM GROUP

Putting
People First™

Application pack for the positions of:

- Leadership Development Co-ordinator
- People and Culture Development Co-ordinator
- Resolution Centre Co-ordinator





Are you seeking an exciting role in an award winning, ambitious, and highly regarded people, culture, and leadership consultancy?

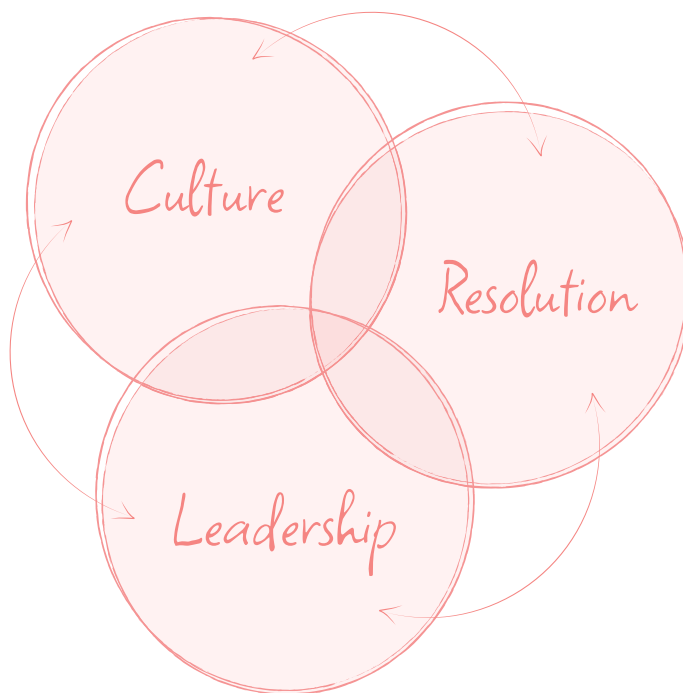
Are you passionate about the development of purpose driven, values based and person centric workplaces?

Do you thrive in a commercially driven and high growth environment?

Are you determined to effect change in the world of work?

The TCM Advantage

TCM empowers people and organisations to adopt purpose led, person-centred and values based approaches to culture change; conflict and complaints resolution; human resources; people management; and leadership.



We work in partnership with our customers to develop the strategies, the cultures, the systems, the processes, the mindsets, and the behaviours which engender a fair, just, inclusive, sustainable, and high performing culture – a transformational culture.

Our values define us. The successful candidates will help us to weave our values as a golden thread throughout our business in such a way that they enhance the experience of our customers, our colleagues, and our consultant partners, whilst helping to optimise business performance.

Introduction

The TCM Group is a leading and award-winning provider of cultural change, conflict management and leadership development services and training. Established in 2001, over the past 22 years, we have secured a world class reputation and a first-class client list.

We have worked at a strategic level to embed people and culture, 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).

Led by David Liddle, founder and CEO, 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 robust and modern alternative to damaging and divisive grievance discipline and performance management systems.

With our values providing a golden thread that runs throughout our business, 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 16 full time employees covering a range of head office roles. The TCM team also includes c100 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 finalists 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.

People love us



★★★★★ TCM is rated excellent on Trustpilot.

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

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

About the roles

Including these three new roles, we will have a total of nine co-ordinators at TCM. They are supported by three directors who use their coaching skills to support each colleague and team to thrive.

The co-ordinator is a pivotal and hands on role supporting our customers through all the key stages of sales, onboarding, design, delivery, evaluation, and ongoing aftercare. Much of the co-ordinator's role includes administration and project management but there is also great deal of customer liaison, business development and opportunities for innovation and creativity.

In the case of the people and culture development co-ordinator, that role will also be responsible for facilitating focus groups and interviews as part of our resolution and culture diagnostics.

"I love being a co-ordinator at TCM because I am given access to so many different learning opportunities. The support to learn new things is unlike anything I have experienced previously. And this is just one part of a continuous learning and creative work environment that I get to enjoy."

REBECCA MACKINNON, PEOPLE AND CULTURE SYSTEMS CO-ORDINATOR

"Every day at TCM is different. I am constantly learning new skills and working in my "stretch zone". The TCM team are a group of wonderful people and are a joy to work with and the leadership team promotes and encourages a growth mindset. There is also very positive start-up energy on the People & Culture team and I get to express creativity in my job. Our clients are all different and I get to learn about a range of industries. We get to try different things and test new ideas every day. We are leaders of an international shift in workplace culture. Having the opportunity to trailblaze modern approaches to workplace norms is both exciting and rewarding."

HANNAH COTTON, PEOPLE AND CULTURE STRATEGY CO-ORDINATOR

"Being a coordinator at TCM means that my work is varied, and no two days are the same! I am involved in all parts of the journey... from marketing and sales to project management and logistics. We are encouraged to take ownership of our area of the business, so you'll need to be a self-starter, agile, super-organised, and unflappable, with a commitment to incredible customer service."

AMY THURSTAN, COACHING CO-ORDINATOR

"Being a co-ordinator at TCM means that I have the opportunity to work with so many amazing clients from a range of sectors. It means I get to develop in my service area and learn so many new things!"

EMILY REILLY, MEDIATION SERVICES CO-ORDINATOR

"I love being a co-ordinator at TCM because our roles fit together like a jigsaw puzzle. I get the chance to work with each member of the team on different projects, and seeing the results of our work come together to produce an amazing outcome for our clients is so rewarding. No two days are the same at TCM, and as the company grows, so do we."

CHLOE PYE, INVESTIGATION SERVICES CO-ORDINATOR

About you

As a prospective co-ordinator at TCM, you will need the following experience, attributes, and capabilities.

Naturally, you'll be excited about the opportunity to create and co-ordinate world-class services which help our customers to develop people-centred, values-led and purpose-driven workplace cultures – we call these transformational cultures. Ideally, you'll have the experience, attributes and capabilities mentioned below. But don't worry if you're missing a few things, we're looking for someone with ambition and a positive mindset to progress their career at TCM. We'll give you all the support you need to develop and grow in your role.

1. Experience:

- Experience of project management including managing multiple projects at the same time. In an ideal world you will have a project management qualification. But if not, don't worry, we will provide all the training you need.
- Experience of operating effectively in an evolving, fast paced, and sometimes ambiguous environment.
- Experience of developing and maintaining effective relationships with customers and colleagues.
- 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.



2. Attributes:

- Outstanding relationship-building skills at all levels of an organisation.
- Outstanding written and verbal communication skills with experience of writing a range of formal and informal business documents such as professional emails, management reports or strategy documents and high-level proposals.
- High standard of computer literacy including MS Teams, CRM systems (such as salesforce.com).
- Strong influencing and negotiating skills and possessing good business acumen.
- Works well under pressure and has high levels of personal resilience.

3. Capabilities:

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



As part of your application, please prepare a covering letter and submit it as PDF along with your CV.

Your covering letter should tell us how you meet the above requirements, including examples.

Details of each role are provided on the following pages.

Leadership Development Co-ordinator

We're seeking an exceptional candidate with a passion for leadership and management development to join our head office team based in London. Your primary focus will be growing and co-ordinating our Engage Leadership™ brand.



engageleadership.com

This role is hands on and consultative. You will help to set up and co-ordinate L&D programmes focused on developing leaders and managers, thereby supporting the strategic and/or cultural aims of a wide portfolio of customers.

To be successful in this role you will need:

- A minimum of 3 years' experience in a learning & development coordinator, advisor, or partner type role within a fast-paced working environment (can include experience from any sector, whether public, private, or not for profit)
- A passion for innovative learning design and a strong desire to influence the development of people-centred, values-led leaders and managers.
- It would be desirable for the candidate to have some experience of L&D programme design.

Here is a summary of the day to day tasks:

- Build effective commercial relationships with existing and potential customers, delivering service excellence for our range of organisational development (OD), leadership and management programmes and services.
- Work with prospective and existing customers to assess their needs and create tailored proposals, services, products, and resources.



Leadership Development Co-ordinator



- Support the development of learning and development resources for use by our consultant partners such as programme overviews, course agendas, presentations, and delegate manuals etc.

To do this effectively you'll:

- Liaise with customers and our consultant partners throughout the life cycle of a programme and to provide full service administrative support including managing the Delegate Zone (which acts as the learning management system).
- Liaise with TCM consultants to allocate engagements, including the preparation of contracts and other administrative support.
- Work with TCM's accrediting bodies, such as ILM and CPD UK. This includes managing existing accredited/certified courses, as well as managing the accreditation process for new courses and programmes.
- Ensure adequate quality assurance of programmes using The TCM System (this is our proprietary project management and quality assurance system).
- Provide ongoing support and aftercare post an assignment ensuring that all evaluation data is assimilated and integrated.

See [page 15](#) for the Key Facts and how to apply for this role.

People & Culture Development Co-ordinator

We're seeking an exceptional candidate with a passion for all things people and culture to join our head office team based in London. Your primary focus will be growing and co-ordinating services under our People and Culture and Resolution Framework™ brands.

People & Culture

peopleandculture.com

The Resolution Framework™

resolutionframework.com

This is a hands on and consultative role. As such it will involve the design and delivery of customer facing activities such as cultural diagnostics, facilitating focus groups and interviews, and producing diagnostic reports. The role offers the successful candidate an exciting opportunity to develop your career in a very modern form of human resources management and employee relations. You'll be helping to establish and enhance our growing people and culture portfolio and our resolution framework products and services, and in doing so, you'll be influencing the direction and development of human resources across a wide range of organisations and brands!

To be successful in this role you will need:

- A minimum of 3 years' experience in an HR (or people and culture role), within a fast-paced working environment (can include experience from public, private, and not for profit sectors).
- An understanding of the factors causing HR to transition to a people and culture function.
- An understanding of qualitative data techniques including experience of designing and running surveys, focus groups and interviews.
- Experience of report writing and producing high impact business documents.

Here is a summary of the day to day tasks:

- Supporting 5D Reviews (including undertaking qualitative data processes – focus groups and interviews).
- Supporting Resolution Framework implementation (in close collaboration with other colleagues in the P&C team).
- Helping our customers to develop their values and behaviour frameworks (feeding into the development of the RF and our customers management and leadership capabilities).
- Supporting HR to transition to people and culture.
- Helping our customers to develop and integrate their purpose and values.
- Supporting the development of a new model employee handbook.
- Co-ordinating P&C development (training programmes such as culture catalysts).

People & Culture Development Co-ordinator



See [page 15](#) for the Key Facts and how to apply for this role.

The focus of this role is to co-ordinate and deliver various P&C activities and programmes and support our customers with the integration of their Resolution Frameworks.

To do this effectively you'll:

- Build effective commercial relationships with existing and potential customers, delivering service excellence for our range of people and culture development programmes and services.
- Undertake and write up qualitative data gathering activities such as surveys, focus groups and interviews as part of our cultural diagnostic tool called the 5D Review™.
- Work collaboratively with others in the P&C team to support the integration of behavioural frameworks, Resolution Frameworks, employee handbooks and other P&C activities.
- Work with prospective and existing customers to assess their needs and create tailored proposals, services, products, and resources.
- Support the development of learning and development resources for use by our consultant partners such as programme overviews, course agendas, presentations, and delegate manuals etc.
- Liaise with customers and our consultant partners throughout the life cycle of a people and culture development programme and to provide full service administrative support including managing the Delegate Zone (which acts as the learning management system).
- Liaise with TCM consultants to allocate engagements, including the preparation of contracts and other administrative support.
- Work with TCM's accrediting bodies, such as ILM and CPD UK. This includes managing existing accredited/certified courses, as well as managing the accreditation process for new courses and programmes.
- Ensure adequate quality assurance of programmes using The TCM System (this is our proprietary project management and quality assurance system).
- Provide ongoing support and aftercare post an assignment ensuring that all evaluation data is assimilated and integrated.

Resolution Centre Co-ordinator

We are seeking a qualified and highly experienced ER/HR professional to join our growing team. Working in partnership with the Investigation Services Co-ordinator, the Mediation Services Co-ordinator, and the Director of Investigations & Resolution Services, your role will be fundamental in the growth of TCM's resolution services.



The
Mediation
Company

themediationcompany.com



THE
INVESTIGATION
COMPANY

theinvestigationcompany.com



resolutionframework.com

Your primary focus will be growing and co-ordinating services under our Mediation Company™, Investigation Company™ and Resolution Framework™ brands.

To be successful in this role you will need:

- A minimum of 3 years' experience in an ER or HR Advisory role or above, within a fast-paced working environment (can include experience from public, private, and not for profit sectors).
- Experience of using informal resolution approaches, such as restorative justice, facilitated conversations and/or mediation.
- Knowledge of informal resolution frameworks, or the desire to work with such.
- Proven experience in managing complex ER issues, from grievance investigations to disciplinary and appeal hearings.
- An understanding of the Employment Tribunal system is desirable.

Here is a summary of the day to day tasks:

- Develop and co-ordinate an outsourced 'Resolution Centre' which will support organisations, including SME's, to integrate TCM's award winning Resolution Framework™.
- Develop a Resolution Hub and support organisations in triaging their resolution requests, as part of their Resolution Framework and outsourcing of complex ER support.
- Provide independent, objective guidance on early and informal resolution to employees and others who wish to access The TCM Resolution Centre.
- Co-ordinate our mediation and investigation services during periods of leave and absence.
- Support the development of a world class training suite across both Investigative and Resolution services, which supports TCM's growth in the global market.
- Support the integration of TCM's 'trusted partner' status with customers across Investigation and Mediation Services work with the team of co-ordinators to help these relationships thrive.

Resolution Centre Co-ordinator

The focus of this role is, in partnership with the Director of Service and the CEO, to build, grow and run The TCM Resolution Centre. This will allow a range of new customers to access TCM's services and to outsource their resolution unit, as part of their Resolution Framework, to TCM. This will also include acting an impartial body to triage complex case work, prior to directing it back into the organisation, or through TCM's ecosystem where appropriate.

To do this effectively you'll:

- Build effective commercial relationships with existing and potential customers, shaping their understanding of the TCM Resolution Centre and our resolution services.
- Support organisations through the sales, onboarding, and co-ordination of their implementation of the Resolution Framework and the outsourced Resolution Centre.
- Triage resolution requests, directing employees back into their organisation or through outsourced support within TCM where required.
- Support customers' employees through their request for resolution, acting as a 'Resolution Champion' and signposting employees to relevant support tools within their organisation, as part of their Resolution Framework.
- Provide regular reports to customers relating to the use and effectiveness of the Resolution Centre.

When supporting with investigative and resolution activities, your duties may include:

- Working with prospective and existing customers to assess their needs and to create tailored services and proposals.
- Liaising with TCM consultants to allocate engagements, including the preparation of contracts and other administrative support.
- Liaising and working with TCM Consultant Partners to ensure we are continuously delivering customer excellence, in line with our service quality standards.
- Support and provide in-depth, high-quality feedback for TCM Investigators on their reports, in line with our internal quality assurance processes.
- Support and provide guidance for TCM mediators on challenges they may face with complex assignments, in line with our internal quality assurance processes and TCM's FAIR model.
- Provide ongoing support and aftercare post an assignment ensuring that all evaluation data is assimilated and integrated, in partnership with fellow coordinators within the transactional service areas.
- Support, engage in and project manage web-based activities such as webinars and culture clinics, with support from the marketing team and the director of service.
- Update records on the company CRM, Salesforce.com.

See [page 15](#) for the Key Facts and how to apply for this role.

Key facts and how to apply

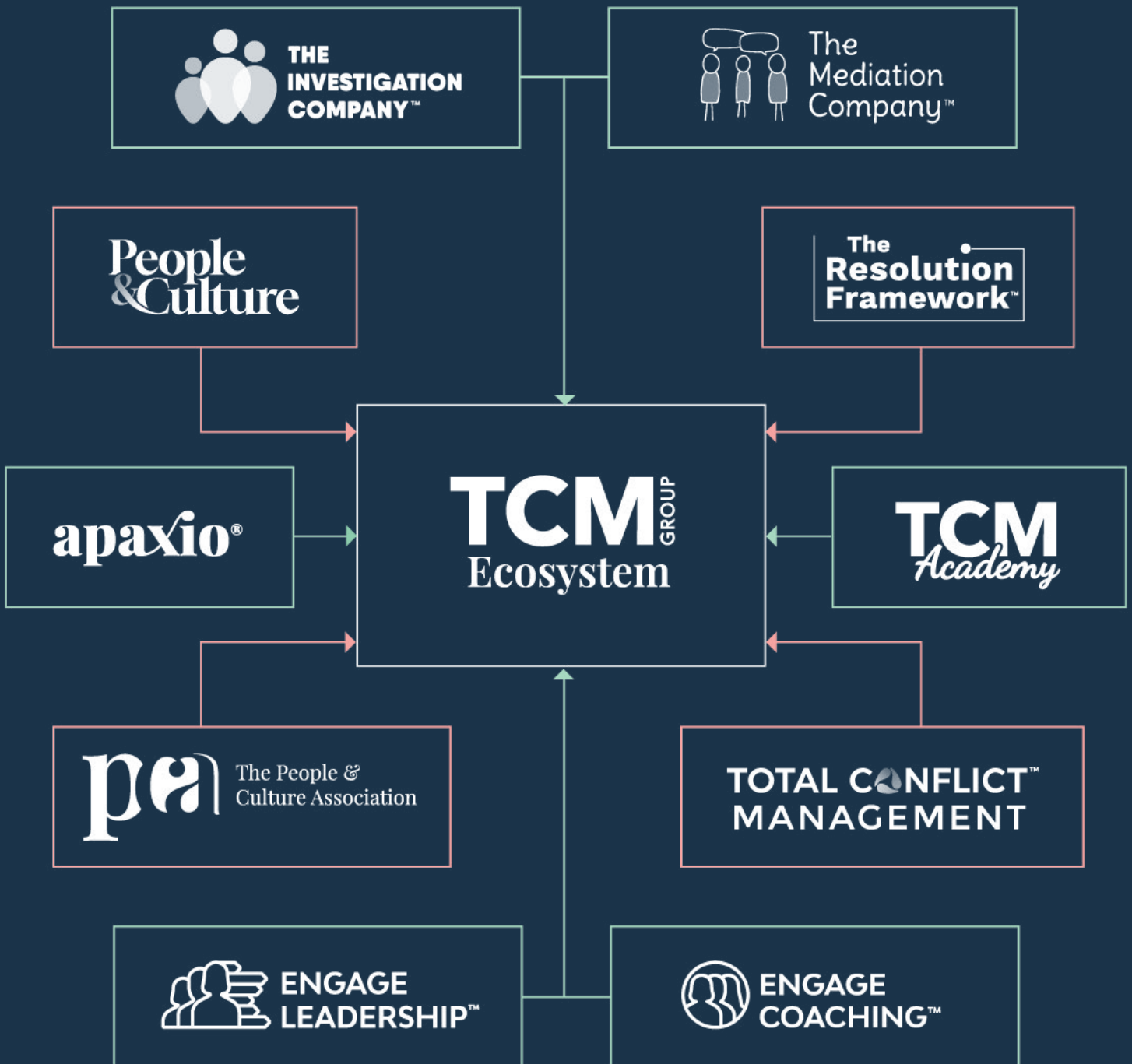
Please do not forget that your covering letter should demonstrate to us how you meet the requirements of the role you are applying for plus it should describe how you meet the experience, attributes, and capabilities described on the relevant job description pages.

Applications received without a covering letter will not be considered, irrespective of how amazing your CV is.

- LOCATION:** Hybrid working. Indicatively three days per week home based, two days per week office at TCM's head office in The Business Design Centre in Islington, North London.
- JOB TYPE:** Permanent, Full-Time.
- SALARY:** Earnings of ca£60,000 per annum. This salary is calculated as follows: £30,000 p/a gross annual salary plus c£30,000 p/a profit share bonus scheme.
- (Bonus for FY 21/22 was £21,000 with FY 22/23 being £28,000. We expect the bonus in FY 23/24 to be in the region of £30,000)
- BENEFITS:** Pension scheme plus generous holidays and birthday leave. Private Healthcare. Access to a comprehensive employee benefits scheme via CharlieHR.
- SOCIAL VALUE:** TCM has a strong focus on social value. We donate a substantial amount of money each year to good causes in the UK and globally.
- REPORTS TO:** The P&C development co-ordinator and leadership development co-ordinator both report to Ginette Oliver. The Resolution Centre co-ordinator reports to Harriette Wolff..
- HOW TO APPLY:** Please send your CV and covering letter to jobs@thetcmgroup.com
- GO LIVE:** 7th April 2023.
- CLOSING DATE:** 28th April 2023.
- PROCESS:**
- CV and covering letter submitted by candidates.
 - Longlist agreed by TCM SLT.
 - Longlisted candidates' complete application form, psychometric test and attend an online interview.
 - Service director and Lisajay have a 30-minute online interview with selected candidates to form shortlist.
 - Shortlisted candidates invited to attend a one-day selection centre at TCM HQ in London including a face to face interview.
 - Provisional offer made to selected candidates.
 - References, DBS and other mandatory checks undertaken prior to formal offer being made.
 - Successful candidate notified and formal offer made.

More about The TCM Group

The TCM Group is a global provider of conflict resolution, culture change and leadership consultancy and training. The TCM ecosystem comprises 10 brands which are set out below in the form of the TCM ecosystem. More details of each TCM brand can be found on the associated website:



Putting People First™

“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

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>



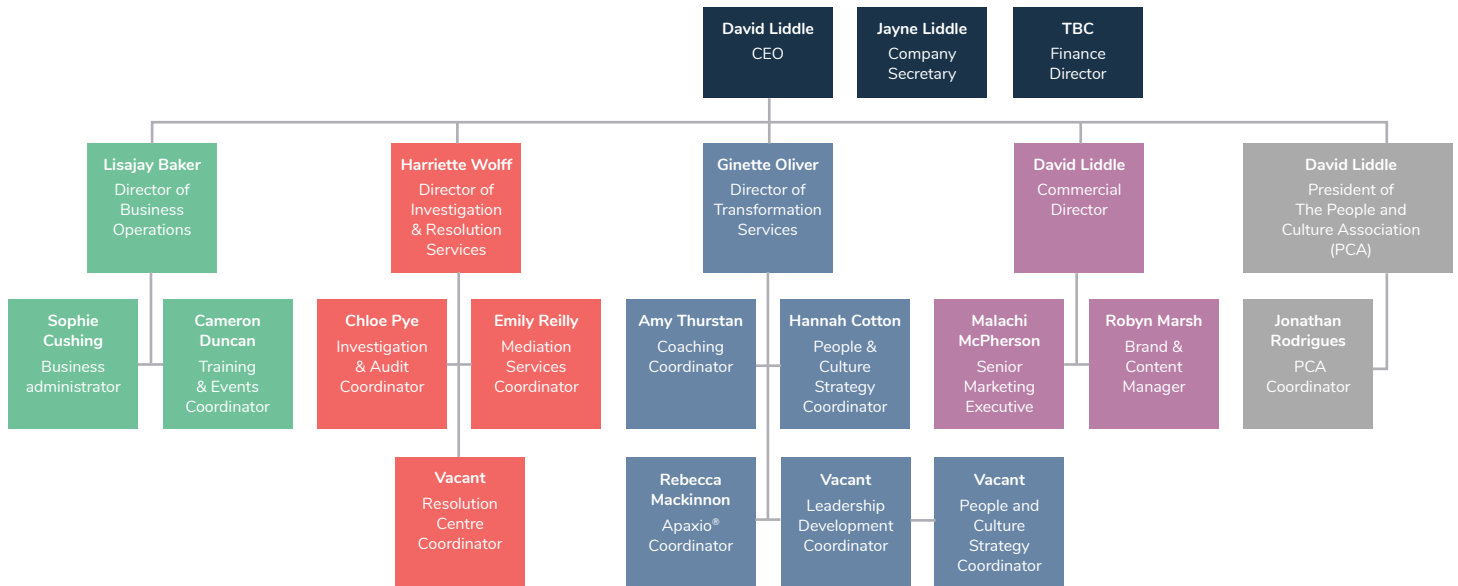
Perpetual Transformation

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



Business outline

TCM benefits from a diverse blend of full time colleagues, freelance consultants, and external partners. The current TCM organisational structure is set out below:



The team at TCM are proud of what we have achieved over the past 21 years. We are accredited with Customer First and we are currently going through the process to become an accredited Investor in People and a Certified B Corporation.

As this document highlights, TCM is experiencing an exciting period of rapid growth and evolution. We welcome the opportunity of working with you to achieve our ambitious future plans. We are also actively developing our presence in the USA and this role will support that expansion.

Throughout our existence, 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: Aubergine 262.
- Website ecosystem: all sites are built in WordPress by Aubergine 262.
- PR and communications support: a range of freelance and PR agencies.
- CRM: Salesforce.com.
- Marketing Automation: Pardot.
- For bids and tenders, we have support from two external bid writing firms.
- Bookkeeping: Xero.
- Accountancy: the Accountancy Partnership (TAP).

