

TCM GROUP

Putting
People First™

Application pack for the position of:

Coaching Coordinator





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 are passionate about securing lasting and sustainable outcomes at times of conflict, change, crisis, controversy, and challenge. We work in partnership with our customers to develop the overarching strategies, the core values, the systems, the processes, the mindsets, and the behaviours which engender a fair, just, inclusive, sustainable, and high performing culture – a transformational culture.

Our consulting team comprises some of the top global talent. Through their expertise and their endeavours, they encourage co-operative problem solving, open dialogue and stakeholder engagement. They are the best at what they do.

Our customers benefit from our insightful teaching and consultancy methods which are accessible to all. We are inspired by approaches such as behavioural science, positive psychology, appreciative inquiry, restorative justice, principled negotiation, nonviolent communication, and emotional intelligence.



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

Introduction

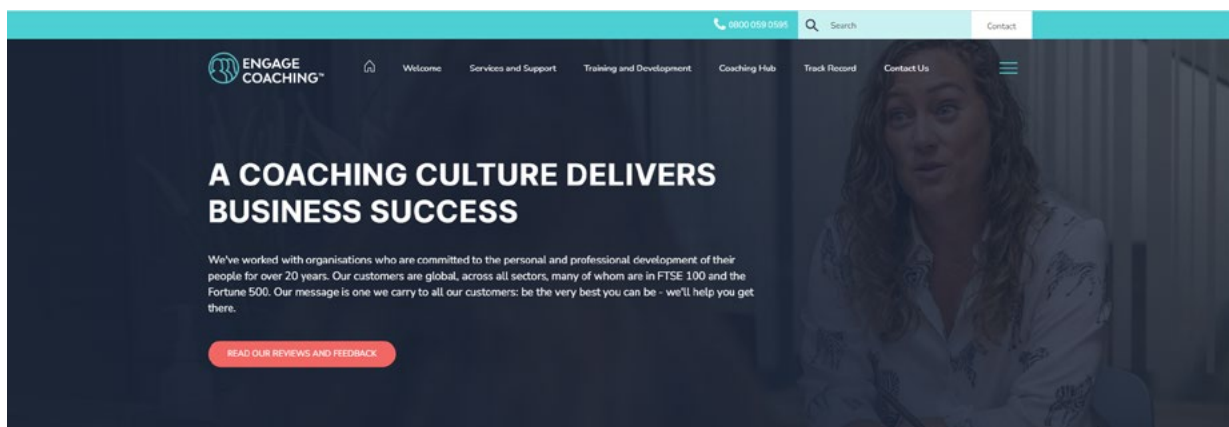
The TCM Group is a leading and award-winning provider of cultural change, conflict management and leadership development services and training. Established in 2001, over the past 22 years, we have secured a world class reputation and a first-class client list.

We have worked at a strategic level to embed cultural change, leadership development and conflict resolution programmes within organisations as varied as Royal Mail, Network Rail, NATS, Aviva, HSBC, Lloyds Bank, TSB, Cargemini, 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.

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 14 full time employees covering a range of head office roles. The TCM team also includes c100 freelance associates. In 2023, TCM became an accredited Investor in People (IIP) at the silver level.

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. In 2023, we were awarded the Personnel Today HR Impact Award in partnership with Burberry.



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.

What does a TCM coordinator do?

Including this role, we will have a total of nine coordinators at TCM. They are supported by three directors who use their coaching skills to support each colleague and team to thrive.

The coordinator 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 coordinator's role includes administration and project management but there is also great deal of customer liaison, business development and opportunities for innovation and creativity.

Hear from some of our co-ordinators:

"I love being a coordinator 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 COORDINATOR

"Being a coordinator 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 COORDINATOR

"I love being a coordinator 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 COORDINATOR

"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 TEAM LEADER



About you

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

Naturally, you'll be excited about the opportunity to create and coordinate a world-class service which helps 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 the role are provided on the following pages.

Coaching Coordinator

We're seeking an exceptional candidate with a passion for all things coaching to join our head office team based in London. Your primary focus will be growing and coordinating our Engage Coaching™ brand. At TCM we believe that 'all roads lead to coaching'.



engagecoaching.com

You will help to set up and coordinate customer coaching sessions, but also support our customers in shaping what their coaching journey looks like. Part of this will be coordinating coaching sessions but also training programmes focused on developing leaders and managers to adopt a coaching culture within their organisation. This is an exciting role which has ambitious growth through 2024/25 and this role is pivotal to it's success; you'll be helping to establish and enhance our growing coaching portfolio and services so a passion for coaching is vital.

To be successful in this role you will need:

- A minimum of 3 years' experience in an administrative, 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 coaching qualification of level 3 and above is desirable for this role. If you are working towards this accreditation, please stipulate such in your cover letter.
- A passion for, and understanding, of coaching including the various applications of coaching.
- A strong desire to influence the development of people-centred, values-led leaders and managers who also share a passion for creating a coaching culture within their organisation.
- It would be desirable for the candidate to have some experience of course design to support the growth of our coaching training programmes.



Coaching Coordinator



Here is a summary of the day to day tasks:

- Build and sustain effective commercial relationships with existing and potential customers, shaping their understanding of our Engage Coaching offerings.
- Delivering quality and excellence across our range of services under this specific brand.
- Work with prospective and existing customers to assess their needs and create tailored proposals, services, products, and resources.
- Set up and manage chemistry calls between TCM's accredited coaches and prospective customer coachees.
- Work closely with our core service areas where coaching services may be required pre or post assignments.
- Support the development of learning and development resources within our Engage Coaching training programmes for use by our consultant partners such as programme overviews, course agendas, presentations, and delegate manuals etc.
- Support the People Services Director in maintaining and updating our Engage Coaching website to ensure it secures our brand in the marketplace and is regularly updated with customer testimonials.
- Provide ongoing support and aftercare post an assignment ensuring that all evaluation data is assimilated and integrated across our Salesforce platform.
- Support, engage in and project manage web-based activities such as webinars and culture clinics, led by the director of service and marketing team.
- Update records on the company CRM, Salesforce.com, including producing reports to support business growth.

See [page 12](#) for the Key Facts and how to apply for this role.

Coaching Coordinator

To do this effectively you'll:

- Liaise with customers and our consultant partners throughout the life cycle of a programme and provide full service administrative support including managing the Customer Zone (our unique online portal for customer proposals).
- Liaise with TCM consultants to allocate engagements, including the preparation of contracts and other administrative support.
- Work with TCM's accrediting bodies and professional associations such as CPD UK and EMCC. This includes managing existing accredited/certified courses, as well as managing the accreditation process for new courses and programmes where required.
- Host quarterly coaching supervision network sessions for TCM Consultant Partner coaches, supported by the director of service.
- Ensure adequate quality assurance of programmes and assignments 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 12](#) for the Key Facts and how to apply for this role.

Key facts and how to apply

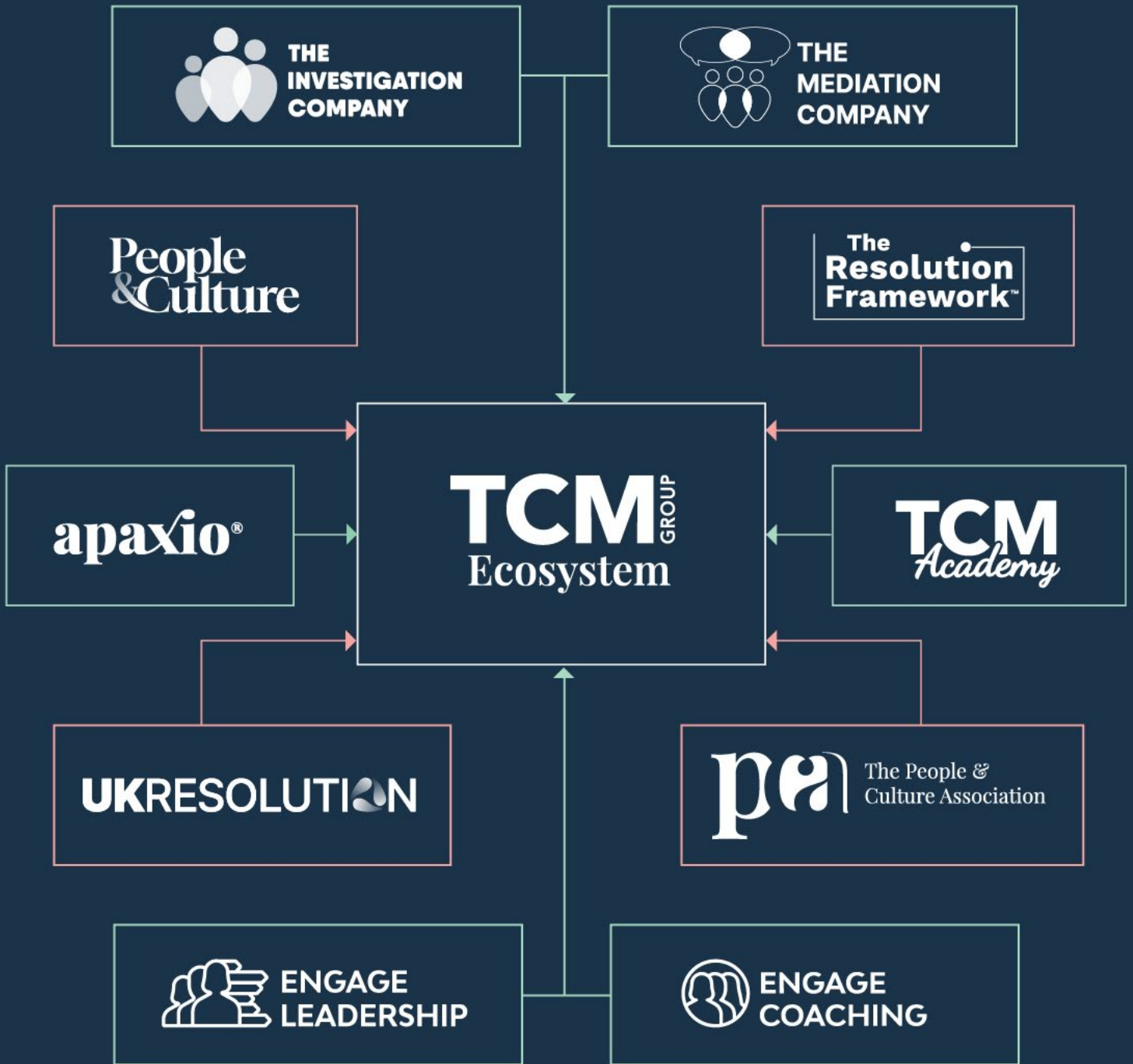
Please do not forget that your covering letter should demonstrate to us how you meet the requirements of the role you are applying for plus it should describe how you meet the experience, attributes, and capabilities described on the relevant job description pages.

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: £40,000 p/a gross annual salary plus ca. £20,000 p/a discretionary bonus scheme.
- BENEFITS:** Pension scheme plus generous holidays, birthday leave and wellbeing days.
- 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:** People Services Director, Harriette Wolff.
- HOW TO APPLY:** Please send your CV and covering letter to jobs@thetcmgroup.com
- GO LIVE:** 15th January 2024.
- CLOSING DATE:** 2nd February 2024.
- PROCESS:**
- CV and covering letter submitted by candidates.
 - Longlist agreed by TCM SLT.
 - Longlisted candidates invited to complete application form and attend an online interview.
 - Service director and fellow SLT member to have a 30-minute online interview with selected candidates to form shortlist.
 - Shortlisted candidates invited to complete a psychometric test and attend an interview at TCM HQ in London, including a short exercise as part of the interview process.
 - 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.

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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>



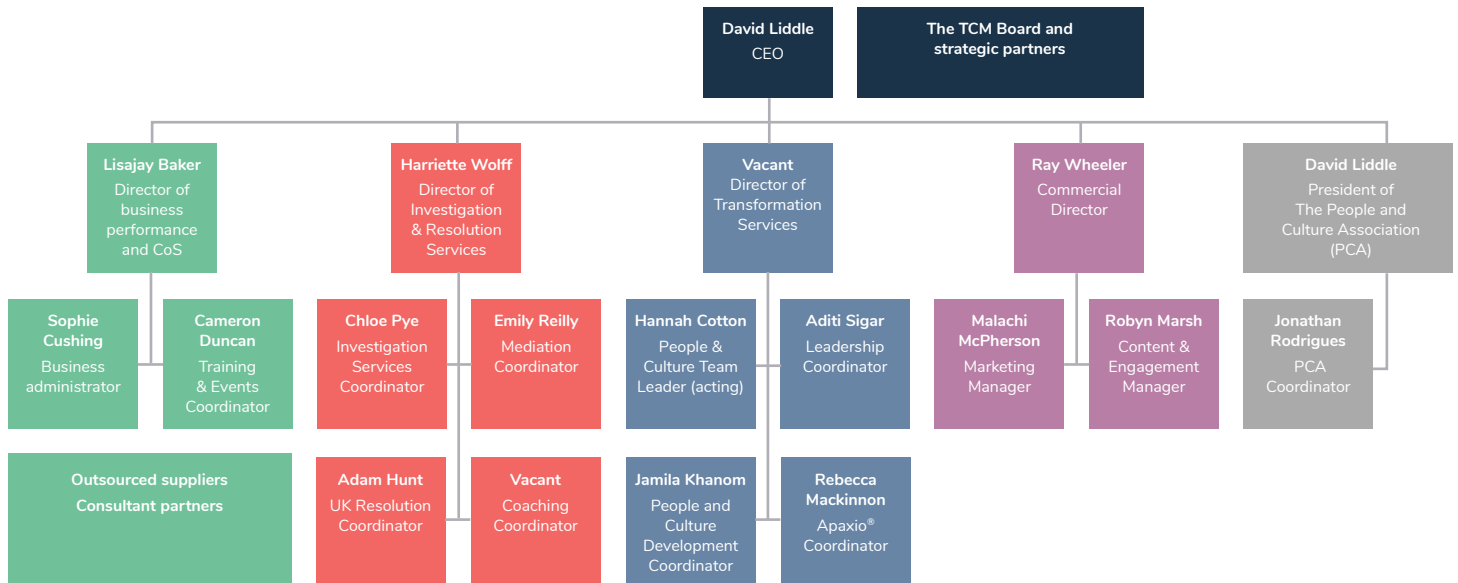
Perpetual Transformation

<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:



Following 22 years at the cutting edge of conflict resolution, culture change and leadership development, TCM is in a unique position to grow rapidly and to secure a position of market leadership on a global basis. 2024 to 2025 is about optimising our ecosystem to accelerate our growth and we are excited to have you on this journey with us.

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:

- Service delivery - we have a team of ca 100 consultant partners working globally
- 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.
- Bids and tenders support.

Notes
