



Application pack for the position of:

Investigation Services co-ordinator

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

Are you a natural people person, who thrives in a commercially driven and high growth environment?

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

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

Our purpose.

TCM's purpose is to help our customers to develop happy, healthy, harmonious and high performing workplace cultures – transformational cultures.

Our values define us.



The TCM Advantage.

We empower our customers to adopt purpose led, person-centred and values-based approaches to culture change; conflict and complaints resolution; human resources; people management; and leadership.

Over the past 23 years, we have developed a comprehensive ecosystem of services which reflect the needs of the modern organisation. We work in partnership with our customers to develop the strategies, values, systems, processes, mindsets, and behaviours which engender a fair, just, inclusive, sustainable, and high performing culture – a transformational culture.

Whilst we always put people first, we are also obsessed with data. We help our customers to drive transformational change, underpinned by evidence, analytics, and sound methodologies. Our customers benefit from our insightful teaching and consultancy methods which are accessible to all. We are inspired by approaches such as behavioural science, agile DSDM, positive psychology, coaching, transformational leadership, appreciative inquiry, restorative justice, principled negotiation, nonviolent communication, and emotional intelligence.

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 23 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, The BBC, Network Rail, NATS, Aviva, HSBC, Burberry, 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 2013, TCM published the now ubiquitous Resolution Framework™ which offers a robust and modern alternative to damaging and divisive grievance, discipline and performance management systems.

Our global headquarters are in the Business Design Centre in Islington, and we have a state-of-the-art training and mediation venue (The TCM Academy). We also have an office in NYC giving us direct access to the American market. We have a team of full-time employees covering a range of head office roles plus c100 freelance associates (consultant partners). Please click here to view the current TCM team. In 2023, TCM became an accredited Investor in People (IIP) at the silver level.

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 won the HR Impact Award in recognition of our ground breaking cultural transformation programme with Burberry.

We are extremely proud of what we have achieved over the past 23 years. Looking ahead over the twenty years, we are extremely ambitious, and we are excited about the potential for significant growth and expansion measured in terms of team development, cultural development, customer acquisition, customer retention, revenue growth and profitability.

The TCM Group

Reviews 115 • Excellent



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

Why join us?

Including this role, we have a total of nine co-ordinators at TCM. They are supported by two directors who use their coaching skills to support and empower 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.

“Being a leader at TCM gives me the opportunity to bring my very best self to work every day. Working in such a fast pace, transformative culture allows me to thrive, whilst making a real difference to the lives of our customers and their colleagues. The support we provide at TCM has such a huge impact on the working environments of our customers and we help them shape their workplace of tomorrow – within the space of 24hours I could be talking with global, household names around rolling out a training programme, to small, independent charities who are committed to improving the welfare and safety of their service users. Flexibility, creativity and passion are the things I strive to bring to work each day!” Harriette Wolff. People and transformation services director.

“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.

“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 leader at TCM because it allows me to not only build a strong team and help them reach their potential but to support a prosperous business and be part of its growth. It gives me the opportunity to thrive in situations where I am given responsibility for business-critical areas. This is self-rewarding as well as being worthwhile for the business.” Lisajay Baker. Director of business performance.

A summary of the role.

We are seeking an exceptional candidate to join our business. Working closely with our people services team, senior directors, and fellow co-ordinators, including a team of the very best HR consultants, ER specialists, and L&D professionals, you will support the daily operations of a core TCM service. Investigation services is one of our core pillars within our ecosystem and the service we provide is fundamental to the growth and success of our business.

In this role, you will work amongst our fast-paced people services team, reporting to the people services manager. Our people and transformation services director oversees this role and at times you'll work closely together to build a robust and trusting service for our customers and their outsourced employee relations needs.

www.theinvestigationcompany.com

Investigation services co-ordinator.

The main responsibilities of the role include:

- Build and sustain effective commercial relationships with existing and potential customers, shaping their understanding of our investigation and audit offerings.
- Work with prospective and existing customers to assess their needs and create tailored proposals, services, products, and resources.
- Manage the end-to-end lifecycle of our customer enquires within investigation services. This includes customer scoping calls to assess the customer needs, creating proposals, evaluating the final service, and conducting Project Impact Meetings.
- Provide quality assurance and oversight on formal investigation reports and outcome being sent out from Consultant Partner investigators. You will be supported by the people services manager where required, but daily quality assurance on all investigation assignments is a key aspect of the role.
- Coach consultant partners on complex case work, providing guidance to investigators where required.
- Ensure all assignments are being carried out to the highest possible standards and our TCM systems and processes are being followed.
- Ensure investigators are always working within their legal and ethical frameworks and the services are legally compliant at all times.
- Have oversight on all casework, ensuring our customers are updated on any challenges or barriers within a current assignment.
- Support investigators where required, on notetaking during investigations and/or hearing (note, these are ad-hoc requests).
- Provide end to end project management on our in-house and bespoke investigation training programmes.
- Support the development of learning and development resources within our Investigation Company training programmes for use by our consultant partners such as programme overviews, course agendas, presentations, and delegate manuals etc.
- 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.

To do this effectively you'll:

- Liaise with customers and our consultant partners throughout the life cycle of an assignment and provide full service administrative support including managing the Customer Zone (our unique online portal for customer proposals).
- Liaise with TCM consultants to allocate assignments, including the preparation of contracts and other administrative support. Understanding the specific requirements of casework and the skillsets required from the investigator will be paramount to the success of the assignment.
- Work with TCM's accrediting bodies and professional associations such as CPD UK. This includes managing existing accredited/certified courses, as well as managing the accreditation process for new courses and programmes where required.
- Host quarterly investigation supervision network sessions for TCM Consultant Partner investigators, supported by the people services manager and 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.
- Support the people services manager and marketing team in maintaining and updating our Investigation Company website to ensure it secures our brand in the marketplace and is regularly updated with customer testimonials.
- Update records on the company CRM, Salesforce.com, including producing reports to support business growth.

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 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.

To be successful in this role you will need:

- A minimum of 3 years' experience in a 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 Human Resources management degree and/or CIPD level 5 and above is desirable for this role. If you are working towards this accreditation, please stipulate such in your cover letter.
- Experience across a range of employee relations interventions such as investigations, chairing of formal hearings such as disciplinaries and appeals and general ER processes.
- A strong understanding of employment law and legislation.
- It would be *desirable* for the candidate to have some experience of course design to support the growth of our investigation training programmes.
- Experience of operating effectively in an evolving, fast paced, and sometimes ambiguous environment.
- Experience of developing and maintaining effective relationships with customers, internal stakeholders, 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.

Knowledge and skills.

You will need to bring a knowledge of employee relations, but with a passion to be creative and innovative within what can traditionally be heavily process-driven environments. In addition, you should possess the following skills and knowledge:

- 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.
- A strong understanding of employment law and legislation.
- An understanding of cultural audits and diagnostics and how they can be deployed in a real-world context, or a desire to learn further here.
- An understanding of cultural transformation.
- Outstanding written and verbal communication skills.
- Influencing and negotiating skills.
- Confident presentation skills.

Behaviours, attitude and qualities:

As an owner managed business with big aspirations and even bigger ambitions, you will require bags of tenacity, flexibility, personal resilience, and good humour which will enable you to work within a fast-paced business environment, at a time of rapid growth. In addition, you should possess the following attitude and qualities:

- Commercially savvy.
- Continuously developing and honing your professional skills, with your finger on the pulse for the ever-changing landscape of employee legislation.
- Meticulous with a demonstrable attention to detail and accuracy.
- Demonstrable commitment to quality and continuous improvement.
- Able to quickly digest and understand complex business needs and challenges.
- Methodical - a well organised completer-finisher.
- A team player but also highly self-motivated.
- Passionate about the needs of customers and/or service users.
- Innovative - seeks out and implements creative solutions to business challenges and problems.

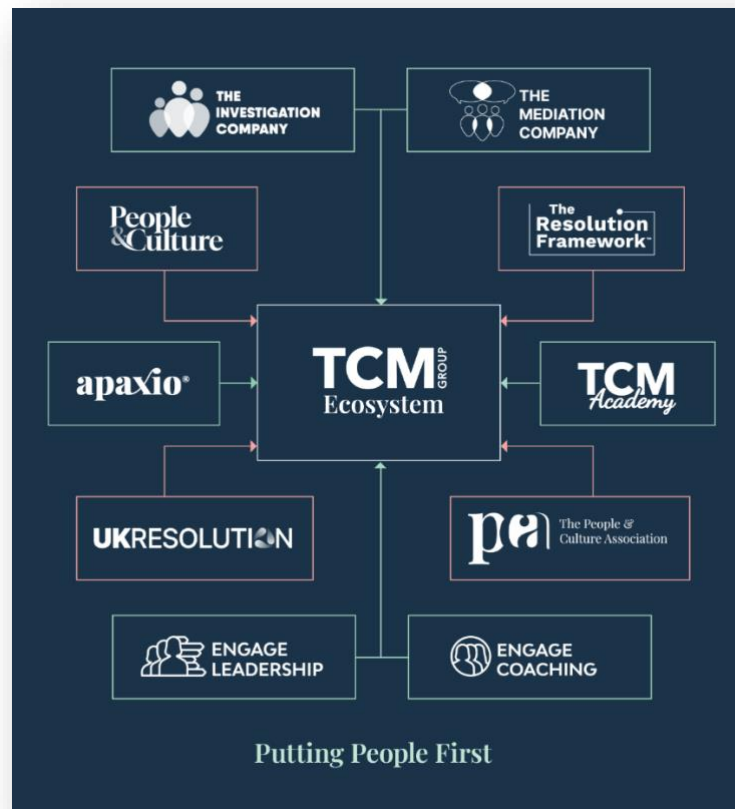
Key facts and how to apply.

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 health care via Vitality. 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 & Transformation services director, Harriette Wolff.
HOW TO APPLY:	Please send your CV and covering letter to jobs@thetcmgroup.com
GO LIVE:	8 th April 2024
CLOSING DATE:	3 rd May 2024
PROCESS:	CV and covering letter submitted by candidates. Shortlisted candidates invited to a 30 minute on-line interview with service directors. Candidates who move through to the 2 nd stage of interviews will be 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 candidate. References, DBS and other mandatory checks undertaken prior to formal offer being made. Successful candidate notified and formal offer made.

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

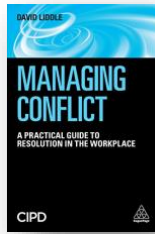
More about The TCM Group

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:



- The TCM Group. www.thetcmgroup.com and www.puttingpeoplefirst.com
- People and Culture. www.peopleandculture.com
- Engage Leadership. www.engageleadership.com
- Engage Coaching. www.engagecoaching.com
- Resolution Framework. www.resolutionframework.com and www.resolutionpolicy.com
- The Mediation Company. www.themediationcompany.com
- The Investigation Company. www.theinvestigationcompany.com
- UK Resolution. www.ukresolution.com
- The People and Culture Association (PCA). www.peopleprofessionals.org
- Apaxio®- www.apaxio.com

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

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.

