

*Information pack for the role of*

*Consultant Partner  
at The TCM Group*





**Are you seeking an exciting consultancy role in a multi award-winning 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?**

**Do you enjoy working with different customers and industries, broadening your skillset and experience?**

## Our purpose

To help our customers to develop happy, healthy, harmonious, and high performing workplace cultures – transformational cultures.

## Our values define us



## The TCM Experience

TCM is transforming work by putting people first. 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.

We have been at the forefront of the development of purpose driven, values based and person-centred workplaces. To assist our customers, we have developed a unique ecosystem of consultancy services and programmes which reflect the needs of the modern organisation. We work in partnership with our customers to support them as they develop fair, just, inclusive, sustainable, and high performing cultures.

Whilst we always put people first, we are also obsessed with data, agile project management, Kaizen principles and systems thinking. We help our customers to drive transformational change, underpinned by evidence, analytics, and sound project management methodologies and quality systems. 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 multi award-winning provider of people and culture consultancy, conflict management and leadership development. Established in 2001 by our CEO David Liddle, over the past quarter of a century, 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, Deloitte, KPMG, The BBC, Network Rail, NATS, Aviva, HSBC, Burberry, Lloyds Bank, NEXT, TSB Bank, Capgemini, Ofcom, BA, Virgin Atlantic Airways, Tesco, The BRC, The Metropolitan Police, London Ambulance Service, NHS England, and the entire UK Civil Service.*

*We are famed for aligning a desire to be innovative and disruptive with an obsession for delivering a world leading people experience, 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, David published the now ubiquitous Resolution Framework™ which offers a robust and modern alternative to damaging and divisive grievance, discipline and performance management systems.*

*We are head-quartered in the Business Design Centre in Islington where we boast a state-of-the-art training and events venue (The TCM Academy). We also have an office in NYC giving us direct access to the American market. With a global reputation, our consultancy partners are working across the world to deliver mediations and facilitation services, workplace investigations, culture audits and team climate diagnostic, coaching, people and culture consulting, leadership development and cultural transformation. 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. 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 groundbreaking cultural transformation programme with Burberry. In 2024, we won the HR Impact award in partnership with Next as well as Mediation Training Provider of the year at the National Mediation Awards.*

*We are extremely proud of what we have achieved over the past 20+ 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 customer acquisition, customer retention, revenue growth and profitability.*



**TCM is rated excellent on Trustpilot.**

[Click here](#) to read what people say on Trustpilot.



## *A summary of the consultant partner role.*

*Our consultant partners work independently and as part of high-quality project teams. They design and deliver a wide portfolio of people, culture and leadership services and training programmes spanning:*

- *Mediation and facilitation services and mediation skills training courses through our brand The Mediation Company.*
- *Investigation and audit services and investigation skills training course through our brand The Investigation Company.*
- *Neutral Evaluations and associated employee relations consulting*
- *Coaching services and coaching skills courses through our brand Engage Coaching.*
- *Developing leadership and management competency frameworks through our brand Engage Leadership.*
- *People and culture strategies, cultural transformation programmes, and change management processes through our brand People and Culture Consulting.*
- *Integrating TCMs award-winning Resolution Framework™ and Resolution Index® which replaces our customers traditional discipline, grievance, and performance management systems through our brand Resolution Framework.*
- *Culture audits, team climate diagnostics, 360° reviews, neutral evaluations and ED&I audits etc through our brand Culture Insights™*
- *AI systems development, ASI strategies and AI trouble shooting through our brand AICE – The AI Centre of Excellence.*

*In addition, our consultant partners deliver a portfolio of consultancy services, training and development including, but not limited to:*

- *Developing values, behaviours and capability frameworks.*
- *Stakeholder engagement, including board level engagement and executive level strategy development and strategy/culture alignment.*
- *Design and deliver leadership and management development programmes through our brand Engage Leadership.*
- *Wellbeing, engagement, and inclusion (WEI) programmes.*
- *Employee experience programmes and aligning employee experience with customer experience.*
- *Evaluation and research into the impact of our various consultancy serves and activities.*
- *Contributing to articles, blogs, podcasts etc to disseminate the learning.*

*We are seeking exceptional consultants to join our consulting team.*

## *About you*

*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 consultants with ambition and a positive mindset. We'll give you all the support you need to develop and grow in your role. As an Investor in People, you can expect to work in an organisation which is committed to your personal and professional development.*



*To be successful you will have developed mastery of one or more of the following areas:*

- *Conflict resolution/alternative dispute resolution (ADR).*
- *Project management.*
- *Organisational Development /Change management.*
- *Designing and leading culture change programmes.*
- *Designing and leading leadership development programmes including programme evaluation.*
- *Designing and delivering high impact training and group facilitation.*
- *Design and delivering diagnostics and cultural audits.*
- *Quantitative and qualitative research methods.*
- *Using and analysing psychometric tests (we are partners with Lumina Spark plus we also use MBTI, Insights DISC, TI etc).*

*As someone committed to their own personal and professional development, you should hold:*

- *Membership with relevant professional bodies.*
- *Relevant qualifications in your specialist area.*
- *Commitment to continuous improvement in your area(s) of subject matter expertise.*

## *Knowledge and skills*

*The knowledge and skills of a consultant partner encompass a mix of technical, administrative, and interpersonal skills to deliver effective consulting and training assignments.*

*In addition to the areas listed on the previous page, our consultant partners should possess the full suite of core skills and competencies including:*

- Customer experience
- IT Literacy
- Effective Communication skills
- Presentation skills (advanced)
- PowerPoint experience/skills
- Coaching skills
- Report writing
- Influencing and negotiation skills
- Personal resilience
- Reflective practice

*TCM is passionate about a wide range of progressive models and frameworks. These underpin our work, and we are keen to work with consultant partners who share our passion for one or more of the following:*

- Transformational Culture
- Systems thinking
- Behavioural science
- Nudge theory
- Emotional intelligence
- Positive psychology
- Transactional analysis (TA)
- Alternative dispute resolution
- Transformational leadership
- Appreciative inquiry
- Restorative justice/Just culture
- Nonviolent communication (NVC)
- Principled negotiation

## *Behaviour, attitude, and qualities.*

*You will be a calm, cool and collected professional with an eye for detail and the ability to thrive in our customer's fast-paced (and sometimes a little bit chaotic) environments. In addition, you will possess the following:*

- Deeply collaborative – able to work closely with the TCM core team and our customers at every stage of an assignment.
- Accountable and principled – holding yourself and others to account to deliver the highest standards of customer service and thought leadership.
- Innovative and proactive – /seeking out and implementing creative and commercially valuable solutions to customers problems.
- Influential and commercially aware – with strong influencing and negotiating skills and good business acumen.
- Resilient under pressure - Work well under pressure and have high levels of personal resilience.
- A quick learner - Able to quickly digest and understand complex business needs and challenges.
- Meticulous - with a demonstrable attention to detail and accuracy.
- A team player and self-starter - able to work collaboratively while also being highly self-motivated and capable of working independently.

## *Key facts and how to apply.*

### **TITLE:**

Consultant partner

### **JOB TYPE**

This is a freelance associate role. It is not a contract of employment and does not confer any employee rights or entitlements.

### **REMUNERATION:**

£350 to £500+ per day. Fees are often dependent on the size, scale and complexity of each assignment and are agreed before each assignment commences.

### **HOW TO APPLY:**

To apply to be a Consultant Partner please click on the following link:

[\*\*Consultant Application Form\*\*](#) . More information on the application process can be found on page 15 of this document.

### **THE PROCESS:**

The consultant partner application process is managed by TCM's office manager, Karla Perales. The process is subject to oversight by TCM's head of people and transformation and our chief of staff.

#### **The application process comprises**

- Informal discussions/Q&A, as required.
- Application (with video) submitted and reviewed.
- Candidate invited to complete psychometric test.
- If applicable, candidates may be asked to submit a redacted investigation report or outcome letter for interview assessment
- Face to face interview with a senior manager (typically head of people and transformation), plus one other.
- Skills gap analysis and competency mapping against TCM core capabilities and quality standards.
- References and background checks completed.
- Formal offer made and accepted by consultant partner.
- A welcome meeting with TCM's CEO.
- Access to the TCM Consultant Community (online portal).
- Onboarding for all relevant brands takes place.
- Access to a TCM principal consultant who will be your 'buddy' to support settling-in.
- Consultant will be added to the TCM Website and LinkedIn – TCM Welcome
- Attendance at corporate induction run by head of P&T, office manager, training and events manager and relevant CSMs.



## Onboarding and Compliance Requirements

If your application is successful, you will be invited to complete our onboarding process. Full instructions and timelines will be shared with you at that stage. The information below is provided now for transparency and to help you prepare in advance.

### Mandatory Submissions:

- Signed Consultant Partner Contract
- Completed Conflict of Interest Form

### Verification and Compliance:

- BPSS (Baseline Personnel Security Standard) security verification

### Required Documents:

- National Insurance Number (official document or NI card)
- UK/EEA Passport or Visa (for Right to Work and ID verification)
- Proof of Address (utility bill, bank statement, or official letter dated within the last 6 months)
- Professional Insurance Certificates (e.g. Public Liability, Professional Indemnity)
- Profile Picture and Short Biography (for TCM's website – template provided)

### Mandatory Training and Checks:


- Completion of Cybersecurity Training
- Enhanced DBS Check (or similar)
- Online Mandatory Training Modules

All documentation should be provided digitally as scanned or photographed files, preferably as PDFs.

**Policies and Guidance** We invite all prospective Consultant Partners to review our current policies, including our [Privacy Policy](#). Once onboarded, you will gain full access to our Consultant Zone, which houses all relevant policies and guidance documents.

## Accreditation and quality standards.

To deliver the following areas for TCM, our consultant partners should possess the prerequisite TCM accredited standard, and they should subscribe to the aligned quality service standards.

Mediation and team facilitation plus mediation skills training.	
Workplace investigations including neutral evaluations plus investigation skills training.	
Coaching services plus coaching skills training.	
Training programme design and delivery across the entire suite of TCM's open and in-house courses.	

### Consultancy Excellence – TCM's Quality Strategy

Our reputation for delivering quality consulting and training services is our primary competitive advantage. TCM has a comprehensive quality assurance strategy, and we have adopted the total quality management and kaizen principles. Our quality strategy will be made available to you during the recruitment process.

### Training and CPD

TCM provides an extensive range of training and CPD. Most of these courses are provided at subsidised rates for our consultant partner community. Typically, this is 50% off the advertised price.

### Support and supervision networks

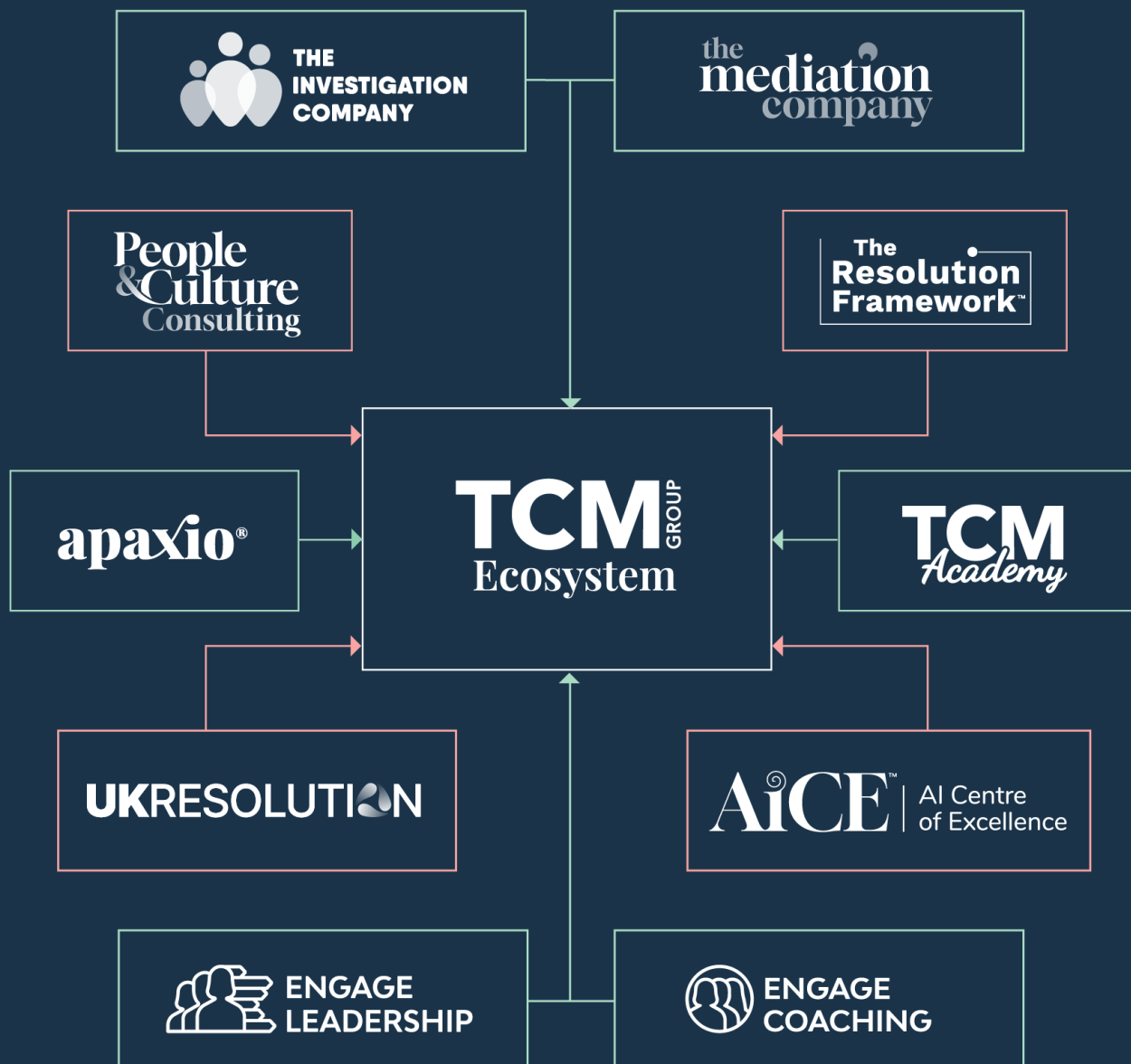
We run a wide range of support and supervision events for our consultant partners. These are provided free of charge.

### Whole business dial in

We run a monthly dial in for consultants and the core team which is chaired by David.

## The TCM Ecosystem

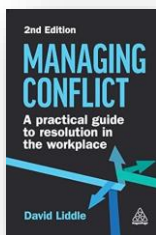
The TCM Group is a global provider of conflict resolution, culture change and leadership consultancy and training. The TCM ecosystem comprises 10 unique yet interconnected brands which are set out below in the form of the TCM ecosystem. More details of each TCM brand can be found on the associated website:



Putting People First

# *At the cutting edge of people, culture, and leadership.*

TCM's founder and CEO, David Liddle is a hands-on business leader and is proud to be an active member of the TCM community. David has achieved many accolades including global 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. David is currently working two books, 'How to Disagree Well' which is due to be published by The Economist in 2025 and 'People and Culture' due to be published by Kogan Page, in December 2025.



*Managing Conflict.*

<https://amzn.to/2EbDX7O>



*Transformational Culture.*

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



*Perpetual Transformation.*

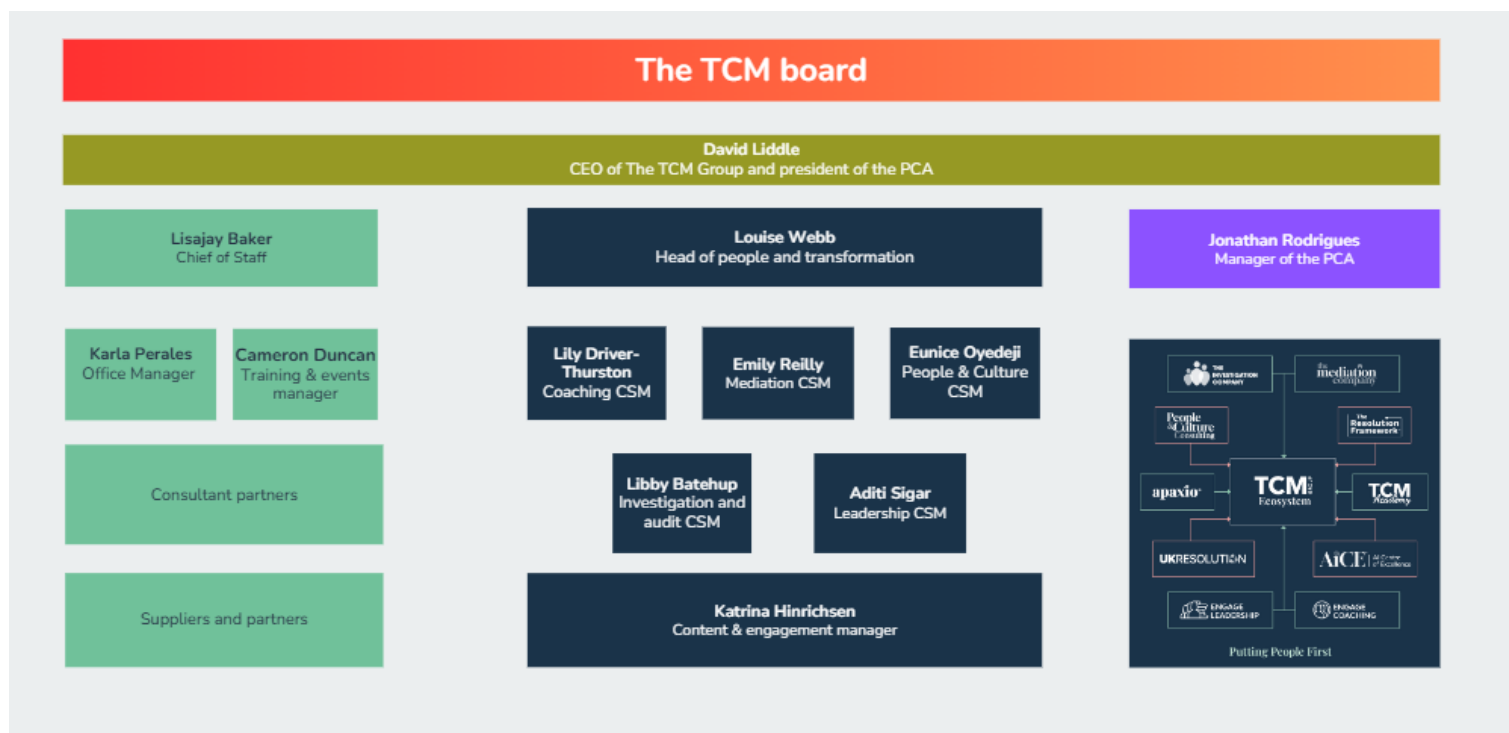
<https://amzn.to/3gC0TN2>

"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





# The TCM Group Organisational Structure



## Useful Resources

- Meet The TCM Team: <https://thetcmgroup.com/the-tcm-team/>
- David Liddle on LinkedIn: <https://www.linkedin.com/in/liddledavid>
- TCM On LinkedIn: <https://www.linkedin.com/company/thetcmgroup>
- The TCM Group Website: [www.thetcmgroup.com](http://www.thetcmgroup.com)
- TCM In the press: <https://thetcmgroup.com/tcm-in-the-news>
- Overview of the TCM Ecosystem: <https://thetcmgroup.com/the-tcm-ecosystem>
- A selection of case studies: [https://thetcmgroup.com/case\\_studies](https://thetcmgroup.com/case_studies)
- TCM IP and proprietary models: <https://thetcmgroup.com/tcm-models-and-frameworks>

## Awards and Accreditations



# *What do our consultant partners have to say?*

We asked our consultants to share a few words about their experience of working with TCM. Below are just a few examples. You can read more by [clicking here](#)

"I am working with people who share my values and passion for improving and supporting organisations achieve a more inclusive and collaborate culture." – Lesley Hughes

"I feel part of an inspirational team making a positive contribution to people in the workplace." – Charlotte May

"I love being a Consultant Partner because of the culture at TCM, the people are genuinely absolutely brilliant to work with."  
– Carol Spencer

"I've worked with such interesting clients; all while being supported by the fabulous team at HQ." – Liz Jones

"I understand and fully buy into the culture of the organisation which is "putting people first". I have worked with some fantastic people in my numerous careers, but none have given me so much personal and professional satisfaction."  
– Alan Sproston

"As an organisation, TCM are led by an inspirational leader whose positive attitude / drive and vision creates a culture to be admired and envied by other organisations; the company not only talks the talk it also walks the walk." - Lydia Lynskey

"Everyone is so helpful and welcoming. The CEO and staff have a wealth of experience and have no ego's. They are a genuine team who treat us all like one of the family." - Bob Tooby

"Being a consultant partner at TCM is worthwhile as it is incredibly rewarding. It's great to work with people who genuinely care about making a difference, and it made all the difference in helping me achieve my goals."  
- Nahida Zeb

"I'm surrounded by an incredibly supportive and compassionate team who bring a wealth of experience, humility, and genuine kindness to everything they do." – Sarah Howell

"I receive the perfect balance of autonomy along with expert support and coordination from HQ. Despite being a relatively recent addition to TCM's team of Consultant Partners, I am never denied an opportunity to grow, develop and challenge myself on a wider and wider array of projects with globally-impactful and renowned clients." – Ciaran Doyle

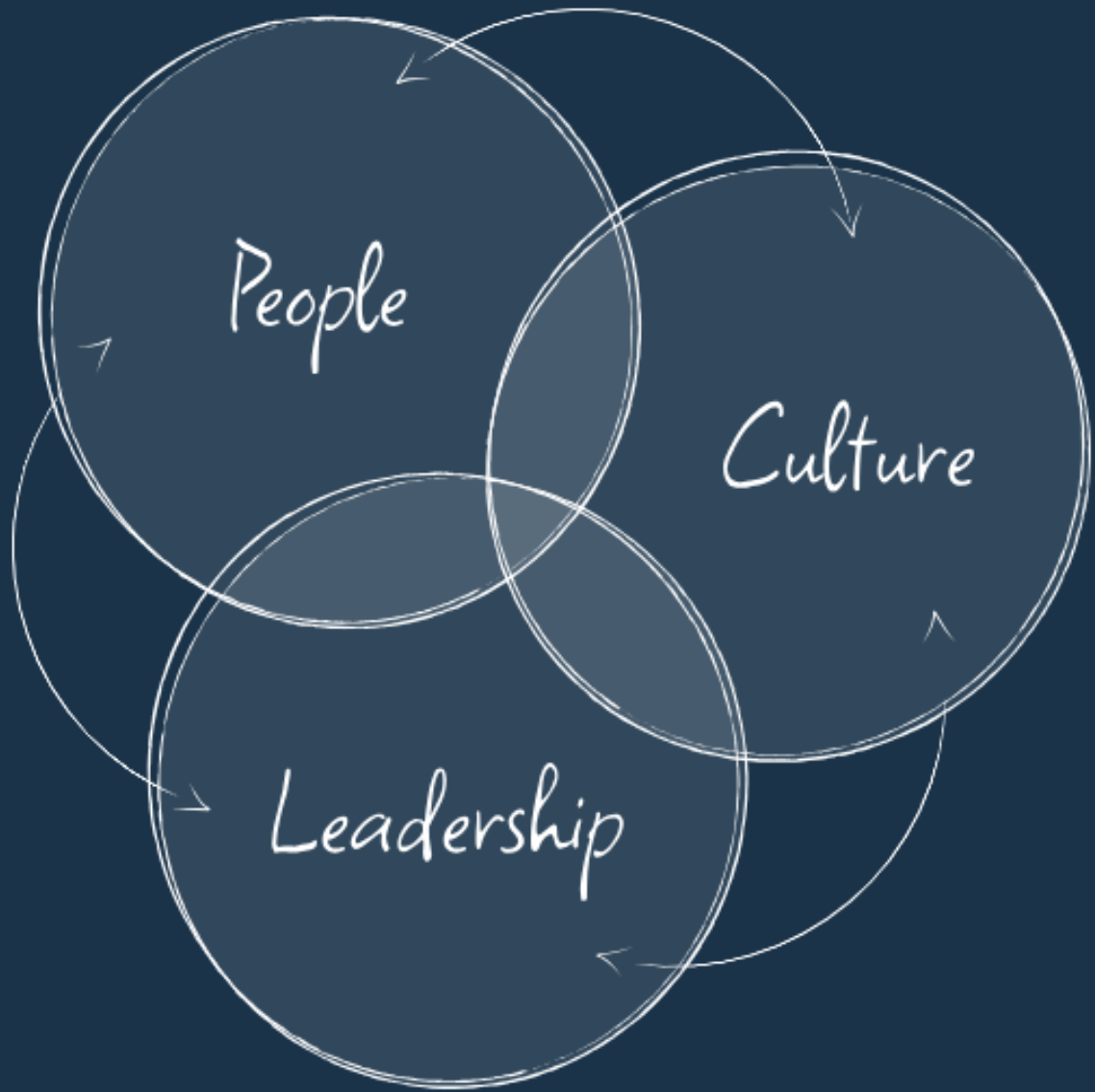
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### *Preparing Your Application*

We're delighted that you're considering joining TCM as a Consultant Partner. To help you present your experience and values in the best possible light, we've included an outline of the application form at the end of this pack. This will help you plan and prepare your responses before accessing the form, we strongly encourage you to review the question outline ahead of time and draft your answers in a separate Word document, as the form cannot be saved and returned to later.

This application form will include the following:

- *Personal details – Name, contact information, location*
- *Covering letter – Motivation and relevant background*
- *Languages spoken – Select any additional languages*
- *Areas of interest – Indicate TCM services you'd like to work in*
- *Qualifications & experience – Related to selected areas*
- *Career highlight – Something you're proud of*
- *Career history – Two most recent roles (covering 5 years)*
- *References – Contact details for referee*
- *Additional information – Anything else you'd like us to know*
- *Video upload – 1–2 minutes explaining your fit and values*
- *CV upload – Current version of your CV*
- *Declaration – Confirming accuracy of your submission*



**TCM** GROUP

Putting  
People First™