

Dispute Resolution Adviser

Information pack for prospective candidates

Closing date: 5pm Sunday 31 January 2010



prevent | resolve | transform
www.thetcmgroup.co.uk

Ground and 1st Floor, New House, 67-68 Hatton Garden, LONDON, EC1N 8JY
T: 0207 404 7011. F: 0207 404 7012 W: thetcmgroup.com E: info@thetcmgroup.com

Introduction

The TCM group is the UK's leading provider of professional mediation and dispute resolution services. Over the past 10 years we have secured a world class reputation and a first class client list. We are currently securing a successful resolution in over 90% of the disputes referred to us and in 2009 we have seen significant developments in the area of workplace mediation provision across the UK and Europe with an increasing awareness of the role and benefits of mediation from Government, employers and employees alike.

Due to our phenomenal growth we now wish to appoint additional **Dispute Resolution Advisers** to join our team and help drive the emerging mediation agenda forward.

These DRAs will:

- Promote and deliver our extensive range of mediation services, training courses and events;
- Support the development and delivery of internal mediation schemes.

The TCM Group created and enthusiastically applies the ***FAIR mediation model*** - Facilitate, Appreciate, Innovate, Resolve. This is a robust and highly effective model of mediation that encourages open, honest and mature dialogue. The FAIR model is at the heart of our mediation, and our business – we take a holistic and person centred approach to how we work at TCM, and our Dispute Resolution Advisors play a key role in supporting this.

To apply, please submit your CV along with a detailed covering letter which addresses the person specification:

By email to: jobs@thetcmgroup.com

Or by post to:

Alex Dietterle, Commercial Manager

TCM Ltd, Ground Floor, New House, 67-68 Hatton Garden, London, EC1N 8JY

The closing date is 5pm 31st January 2010

Applications submitted after this time will not be considered.

About the position


This is an exciting and unique opportunity to join a leading mediation provider, and to have real influence on how organisations and businesses manage and resolve workplace and employment conflicts.

TCM provides a comprehensive range of Alternative Dispute Resolution (ADR) services to our clients across the UK helping them to resolve:

- Interpersonal conflicts between employees (including grievances).
- Allegations of bullying, harassment, oppression, discrimination and other inappropriate behaviours.
- Conflicts between senior managers and other leaders and decision makers.
- Conflicts arising within, or between, various stakeholder groups (customers, suppliers and b2b).
- Conflicts arising from change and the management of change.
- Conflicts within and between work teams.
- Reintegration of parties after disciplinary action, a period of sickness absence or following suspension.
- Employment mediation in contractual disputes including claims of unfair dismissal (including constructive dismissal), equal pay, discrimination, redundancy pay, terms and conditions, and flexible working.

We also establish internal mediation schemes and we work in partnership with our clients to support them through the cultural changes required as they introduce mediation into their systems and processes.

The role of DRA comprises a broadly equal split between three key areas: design and delivery of TCM's resolution services; design and delivery of TCM's training activities; and supporting TCM's business development, communications, sales and marketing activities. We are looking for dedicated professionals with a genuine interest in mediation, and with relevant business experience to join the team and support our continued growth in this emerging sector.



The starting salary for this position is £30,000 pa along with a generous profit sharing bonus scheme. Our normal hours of work are 38 hours per week; however the nature of this post requires a flexible approach as it will involve some travel and some overnight stays. The post is based in central London and covers the UK.

Job Description – Dispute Resolution Advisor

Reports to: Head of Resolution Services

Purpose of the role

To contribute to TCM's ongoing objective to become a world-class centre of mediation and conflict management excellence.

Key Responsibilities

1. Design and delivery of TCM's mediation and resolution services:


- a. Design, deliver and evaluate mediation services, and other conflict management services such as independent investigations.
- b. Design, deliver and evaluate internal mediation schemes and mediation services within businesses and organisations across the UK.

2. Design and delivery of TCM's training activities:

- a. Design and deliver training courses for our clients which take account of their specific needs. This includes undertaking detailed training needs analysis, developing tailored training packages, delivering training to the highest standards and continually measuring the impact of training on delegates and the client's business.
- b. Design and deliver a package of open access mediation and conflict management training courses, seminars and events through the UK Mediation Academy.
- c. Design and deliver new courses thereby extending TCM's current training portfolio.

3. Supporting TCM's business development, communications, sales and marketing activities:

- a. Support the business development of TCM by taking a proactive 'Account Management' role within specific sectors to promote the work of TCM and its services. This will include developing a strong network that could lead to long term business opportunities and maintaining ongoing client relationships.
- b. Securing agreed sales targets which will include preparing proposals and other sales materials, preparing bids and tenders, attending pitches and interviews, and undertaking any other sales activities required.

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- c. Support the sales and marketing activities of TCM by undertaking various marketing and PR activities to raise the profile of our activities to organisations across the UK.
 - d. Contribute to the development of articles, publications and other literature that supports TCM's mediation and ADR services.

Person specification

General

To be successful in this role, you will be an excellent communicator with excellent presentation skills. You will be well organised, professional and committed to the core values and principles of mediation. You will thrive at the opportunity to develop the TCM business with your ideas, creativity and commitment to quality.

Your previous experience is likely to include any of the following: Mediation and other Alternative Dispute Resolution; Investigations; Training and Coaching; Learning & Development; General Management; Human Resources Management; Employee Relations Management; Sales and Customer Relations; or Organisational Development.

Whilst you must have relevant experience of delivering training courses (training design experience would also be desirable), you may not yet have had extensive experience of mediation - in a formal sense. However, you will understand what mediation is, how it works and what it can achieve. You will be willing to learn the TCM *FAIR Mediation Model* by participating in training courses and shadowing.

Specifically you need to meet the following essential criteria:

Essential Experience	Measured by:
Experience of delivering and evaluating training courses.	Application
Experience of working within a sales/target driven environment.	Application / Interview
Experience of resolving conflict in a constructive and positive manner.	Application/ Interview
Essential Knowledge	
A relevant first degree or equivalent.	Application
Knowledge of using standard office software such as Microsoft Office suite including word, excel, and MSPowerPoint.	Application
Essential Skills and Abilities	
High standard of personal organisation skills, with the knowledge and ability to use planning techniques to achieve activities and	Interview/ Assessment

goals.	
Customer-focused, with the ability to address needs of external stakeholders with consistency and appropriate sensitivity.	Interview/ Assessment
Commitment to the core principles of mediation – dignity, equality, fairness and diversity.	Interview
Ability to engage with and relate to others so as to achieve positive forward focused solutions which are achieved as a result of a high level of personal impact.	Interview/ Assessment
Excellent written and verbal communication and presentation skills, paying particular attention to the needs and expectations of the audience.	Interview/ Assessment
Ability to contribute and work collaboratively in the wider TCM team, sometimes under pressure, retaining commitment to team goals.	Interview/ Assessment
Innovative, with the ability to use own initiative and experience to generate practical and imaginative ideas.	Interview/ Assessment
Committed to quality and driven to continual improvement, with the ability to identify opportunities to improve personal and corporate working practices/processes and introduce or support changes in a constructive manner, whilst managing self and supporting others during these changes.	Interview/ Assessment
Resilient and determined, with an ability to take responsibility for own decisions and judgements, deciding on the necessary course of action and seeing it through to the end.	Interview/ Assessment

Desirable	
Previous formal mediation experience.	
Relevant management experience within a General Business Operations, Human Resources, Organisational Development, Employee Relations capacity, or similar role <i>OR</i> experience of providing coaching or training services to managers.	
Experience of designing, delivering and evaluating mediation and conflict management training programmes.	

Experience of workplace mediation or other ADR consultancy services.	
Knowledge of qualitative and quantitative methods used for delivering research projects.	
A relevant postgraduate qualification; or holding, or working towards, a recognised mediation qualification or a recognised training qualification.	
Experience, training and skills in Project Management.	