



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Job Title: Bailiff

Pay Span: Band E

The key purpose of the role

Bailiffs are responsible for the enforcement of civil and possession judgements and for the service of various legal documents, such as divorce petitions and to track and arrest individuals on committal warrants, which includes the need to attend court and transport prisoners to and from prison. Bailiffs are required to travel to homes and businesses across the local and surrounding area, assess personal goods to secure payment for outstanding warrants and obtain possession of properties, where a Judge has ordered this, as well as dealing with other administrative duties.

This is a challenging role that will require the jobholder to deal with individuals who are in a vulnerable position and to solve problems by reference to comprehensive guidelines and instructions. Whilst the nature of the role means that bailiffs spend a proportion of the day working on their own, they are part of a wider team with management support to ensure that targets and standards are met.

Whilst the post holder will be allocated to a specific office base, there may be a need for flexibility to work on an ad hoc basis at other local HMCTS offices.

Due to the nature of the work, there is no set working pattern, but you may be required to work some evenings and Saturday mornings as part of your working week.

Key responsibilities

Duties may include:

- Removing goods where necessary to satisfy outstanding judgments and obtaining possession of properties where it has been so ordered.
- Completing related paperwork and accurately receipting monies received.
- Serving committal orders/warrants.
- Serving Court documents personally.
- Inputting data and responding to e-mails.
- Conveying prisoners to Court and attending in court when required.
- General administrative duties
- Processing of cash payments with regard to propriety and security of monies.
- Dealing with queries in person, by post and over the telephone.

Skills & Qualifications

5 GCSE passes (or equivalent) grades A*-C, or NVQ Business Administration level II or experience in a similar role would be preferable. There is some computer use (inputting, e-mails, for example) so computer skills to undertake work at the level required is also required.

Other duties

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

Key Civil Service Competencies

You will be required to provide evidence of the following key competencies at Level 1.

	Effective Behaviour People who are effective are likely to...
Changing and Improving	<ul style="list-style-type: none"> • Review working practices and come up with ideas to improve the way things are done. • Learn new procedures, seek to exploit new technologies and help colleagues do the same. • Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in own work role. • Be constructive in raising issues with managers about implemented changes and the impact these are having on the service. • Respond effectively to emergencies.
Making Effective Decisions	<ul style="list-style-type: none"> • Make and record effective decisions following the appropriate decision making criterion. • Ask questions when unsure. • Undertake appropriate analysis to support decisions or recommendations. • Investigate and respond to gaps, errors and irregularities in information. • Speak up to clarify decisions and query these constructively. • Think through the implications of own decisions before confirming how to approach a problem/issue.
Leading and Communication	<ul style="list-style-type: none"> • Put forward their own views in a clear and constructive manner, choosing an appropriate communication method, e.g. e-mail/telephone/face to face. • Act in a fair and respectful way in dealing with others. • Write clearly in plain simple language and check work for spelling and grammar, learning from previous inaccuracies. • Ask open questions to appreciate others' point of view.
Collaborating and Partnering	<ul style="list-style-type: none"> • Proactively contribute to the work of the whole team. • Get to know fellow team members/colleagues and understand their viewpoints and preferences. • Seek help when needed in order to complete own work effectively. • Be open to taking on different roles. • Try to see things from others' perspectives and check understanding. • Listen to the views of others and show sensitivity towards others.
Managing a Quality Service	<ul style="list-style-type: none"> • Communicate in a way that meets and anticipates the customer's requirements and give a favourable impression of the Civil Service. • Actively seek information from customers to understand their needs and expectations. • Act to prevent problems, reporting issues where necessary.

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| | <ul style="list-style-type: none">• Gain the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job.• Encourage customers to access relevant information or support that will help them understand and use services more effectively.• Take ownership of issues, focus on providing the right solution and keep customers and delivery partners up to date with progress. |
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Operational Delivery in HMCTS

This role is part of the Operational Delivery Profession. Operational delivery professionals are the outward face of government, providing essential services to the public in a variety of roles. They work in many different departments and agencies across the breadth of the UK, delivering service to customers in

- Face-to-face roles in HMCTS for example a court usher
- Contact Centre roles in HMCTS for example call centre advisers
- Processing roles in HMCTS for example Staff at the County Courts Money-Claims Centre and Courts and Tribunal Administration

Being part of the operational delivery profession means belonging to a cross-government community of people. This will offer you access to information on professional standards, skills development and qualifications to help you continue to improve your development and performance and expand your career options.