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## Success Profile

### Bailiff (Band E)

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.

Behaviours	Strengths	Ability	Experience	Technical
Managing a quality Service	Resilient	N/A	Full UK Driving licence	N/A
Making effective decisions	Decisive		5 GCSE's or equivalent qualifications/ equivalent experience	
Communicating and Influencing	Service focused			
	Explainer			

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## **Behaviours**

### **Managing a quality service**

**Gain a clear understanding of customers' needs and expectations. Plan, organise and manage your own time to deliver a high quality service which gives taxpayers a good return for their money. Act to prevent problems by identifying issues, reporting them and providing solutions. Keep customers and all colleagues up to date with progress. Show customers where to access relevant information and support that will help them to use services more effectively.**

### **Making effective decisions**

**Use guidance, analyse relevant information and ask colleagues for input to support decision making. Identify and deal with any errors or gaps in information before making a decision. Consider the diverse needs of those affected by decisions and how it will impact them. Provide advice and feedback to support others in making accurate decisions. Ask others to clarify decisions when confused and query any issues that arise constructively.**

### **Communicating and Influencing**

**Put forward your views in a clear, constructive and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors. Consider the impact of language used on different groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.**

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### **Strengths**

#### **Resilient**

**You have inner composure, recover quickly from setbacks and learn from them.**

#### **Decisive**

**You use your judgement and take a considered approach to situations and tasks when making decisions**

#### **Service focused**

**You look for ways to serve customers putting their needs at the heart of everything you do.**

#### **Explainer**

**You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.**

### **Experience**

#### **Full UK Driving license**

**[ Experience / qualification details here ]**

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<b>5 GCSE's or equivalent qualifications/equivalent experience</b>
[ Experience / qualification details here ]