

Proud to Serve. Proud to keep justice going.

You will play a vital role working on the front line, dealing with people who are at some of the most challenging points of their lives.

About us

HM Courts & Tribunals Service (HMCTS) is an agency of the Ministry of Justice. We provide support for the legal system across England and Wales, ensuring justice works for everyone.

Our Justice system defends our fundamental rights and freedoms. It is a cornerstone of our modern society. It protects some of the most vulnerable people in our communities, from families in crisis to claimants and commercial businesses. We have a responsibility to deliver a Justice system that is accessible to everyone and operates efficiently.

Your Role

If you have excellent customer service skills, prefer working away from an office, enjoy working by yourself or in a small team and like your days to be varied and flexible, this may be the job for you.

You will be an excellent communicator with the ability to swiftly assess circumstances, adapt accordingly and be a confident leader in sometimes emotionally charged situations. You will be able to plan your days to manage your workload but should be adaptable.

You will be visiting people in their homes and businesses; you must be able to impartially and calmly explain why you are visiting and what options are available to help resolve matters. You must be able to demonstrate empathy for court users, be non-judgmental but focussed on carrying out your role whilst fully respecting the customers that you meet.

This is a fantastic opportunity to be part of a supportive team. Our work is varied and rewarding, attracting people from all backgrounds and walks of life. You will receive full training which includes understanding Court Management systems and then are further supported with mentoring from an experienced colleague whilst deployed.

Not to be confused with private Bailiffs, this role gives you the opportunity to make a difference in HMCTS and for service users, whilst developing your career within the Civil Service.

We give you the option of using your own car or a lease car after a successful probation period, so a driving licence is essential. Fuel allowances are paid. You will receive full PPE and safety training to give you the knowledge and confidence to conduct your bailiff duties successfully.

We're passionate about delivering Justice for everybody in the UK. That means having a diverse workforce that fully represents the people we serve so if you have the confidence and desire to make a difference and are interested, please apply.

Whilst the post holder will be based at Southampton they may be required regularly travel to / work other locations. Mileage rates will be paid in accordance with organisational policies.

For a full job description, please read supporting document 1 included below before applying.