



# HM Courts & Tribunals Service

**Job Title: Bailiff**

**Pay Grade: AO**

## About the job

### Job description

Are you a friendly, helpful and enthusiastic person?

HMCTS is looking for dynamic individuals with great communication skills and a can-do attitude to join our Bailiff teams.

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.

**Working pattern:** 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

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.

## So, what do we need from you?

- A driving licence
- A road worthy vehicle is essential for the role.
- There is some computer use (inputting, e-mails, for example) so computer skills to undertake work at the level required is also required.
- Great communication skills – both written and verbal
- Commitment to providing a brilliant service for our customers
- Ability to handle difficult conversations
- Ability to provide information, quickly and clearly
- A real passion for supporting and helping people

## Behaviours

We will assess you against these behaviours during the selection process:

Managing a Quality Service

Making effective Decisions

Working Together

## 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.