HM Courts &
Tribunals Service

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Directorate: South East Region

Job Title: County Court Bailiff
Postholders must hold a full UK Driving Licence and have access to a private vehicle for use at work

No of Posts: 1

Locations: Chelmsford Justice Centre, Priory Place, New London Road, CM2 0PP

Duration: Permanent

Pay Span or equivalent: AO

Salary: National: £21,488

This position is available for external applicants as well as existing civil servants on level transfer or promotion.
New recruits to the Civil Service joining MoJ are expected to join at the band minimum. *Secondments and loans will be considered on an individual basis.*

The Role:

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.

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

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 unsociable hours 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.

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.
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- General administrative duties
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- Dealing with queries in person, by post and over the telephone.

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.

Essential Skills and Experience:

We’re looking for a highly motivated candidates who meet the following essential criteria:

- Excellent interpersonal skills, enjoy interacting with colleagues, members of the public and external stakeholders
- Are flexible, adaptable and creative in solving problems and dealing with change
- Are able to successfully perform a range of multi-skilled duties
- Have a strong sense of personal ethics and integrity
- Are able to confidently manage potentially difficult and challenging situations
- Can demonstrate sound interpersonal, communication and relationship building skills and thrive working as part of a team
- Have leadership potential or demonstrated leadership ability
- Think in an objective and analytical manner
- Are robust at enforcing UK law whilst maintaining professionalism and sensitivity

Application Process:

To apply for this position please complete the online application form ensuring you submit the following two application documents:

- **Statement of Suitability:**
  Provide a 500-word Statement of Suitability outlining the personal skills, experience, strengths and behaviours you could bring to HMCTS. Please refer to the Key Responsibilities and Essential Skills & Criteria

If selected for interview, please note these may be required to be conducted face to face. At interview stage you will be also tested, via verbal questions, against the following:

- **2x Success Profile Behaviour (Level 1)**
  Working Together / Communicating and Influencing
- **3x Success Profile Strengths**

Further information on Success Profile Behaviours and Strengths, as well as the required standards for this post (Level 1), can be found at:

https://www.gov.uk/government/publications/success-profiles

If we receive applications from more suitable candidates than we have vacancies for at this time, we may hold suitable applicants on a reserve list for 12 months, and future vacancies requiring the same skills and experience could be offered to candidates on the reserve list without a new competition.

We welcome and encourage applications from everyone, including groups currently underrepresented in our workforce and pride ourselves as being an employer of choice. To find out more about how we champion diversity and inclusion in the workplace, visit:
https://www.gov.uk/government/organisations/ministry-of-justice/about/equality-and-diversity

The MoJ is proud to be Level 3 Disability Confident. Disability Confident is the approach through which we offer guaranteed interviews for all people with disabilities meeting the minimum criteria for the advertised role as set out in the job description.

Location:

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 or regular basis at other local HMCTS sites / courts. Where applicable, associated travel cost / time will be applied in line with organisational policies.

Terms & Conditions:

Flexible working options
HMCTS offers a flexible working system in many of its offices.

Job Sharing and Reduced Hours
All applications for job sharing or reduced hours will be treated fairly and, on a case-by-case basis in accordance with the MoJ's flexible working policy and equality policy.

Excess Fares and Relocation Allowances
This job is not eligible for relocation allowances, but excess fares may be considered in accordance with MoJ's excess fares allowance policy.

HMCTS offers a range of Benefits:

Annual Leave
Generous allowances for paid holiday starting at 25 days per year and rising as your service increases. There is also a scheme to allow qualifying staff to buy or sell up to three days leave each year. Additional paid time off for public holidays and 1 privilege day. Leave for part-time and job share posts is calculated on a pro-rata basis.

Pension
The Civil Service offers a choice of pension schemes, giving you the flexibility to choose the pension that suits you best.

Training
HMCTS is committed to staff development and offers an extensive range of training and development opportunities.

Employee Discount Scheme
Provides discounts and offers for many high street and bespoke retailers

Support

- A range of 'Family Friendly' policies such as opportunities to work reduced hours or job share.
- Access to flexible benefits such as salary sacrifice arrangements for childcare vouchers and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
- Paid paternity, adoption and maternity leave.
- Free annual sight tests for employees who use computer screens.

Networks
The opportunity to join employee-run networks that have been established to provide advice and support and to enable the views of employees from minority groups to be expressed direct to senior management. There are currently networks for employees of minority ethnic origin, employees with disabilities, employees with caring responsibilities, women employees, and lesbian, gay, bisexual and transgender employees.