

Recruitment & Training Policy

METHOD STATEMENT

RECRUITMENT

The suitability and competence of potential employees is assessed during our recruitment procedure. All applicants are asked to complete a detailed application form, following which a shortlist is compiled for interview. The following points are taken into consideration:-

Educational Qualifications: Ideally for bailiffs and case administrators we seek applications from persons who have passed 5 or more GCSEs grades A-C.

Stability: Ideally we seek applications from persons with a stable home life.

Health & Fitness: Applicants should be in good health and fit to carry out the tasks required of them.

Previous employment: Any previous experience in a similar role is taken into account. A reasonably stable past employment record is also of consideration.

Debt problems and/or criminal convictions: Obviously we are anxious to ensure that none of our staff are in debt or have been in trouble with the police, especially our bailiff staff and case administrators.

Interviews are conducted by either the respective Departmental Manager and the Personnel Officer or, in the case of bailiffs, by the Bailiff Manager. Points which are considered are:-

- Presentation
- Confidence
- Questions asked and responses given
- Why applicant considers himself/herself to be suitable
- Qualities of applicant compared to our requirements

If an applicant is considered worthy of a job offer then the following searches and references are taken up:-

Voter's Roll Search to confirm occupancy at address.

County Court Judgement Search to confirm no Judgements are issued against the applicant.

Employer's references covering the last 3 years employment.

Two personal references.

EQUAL OPPORTUNITIES MATTERS

Bristow & Sutor is an equal opportunities employer. A full equal opportunities policy is available.

TRAINING

All staff are employed on the basis of an initial trial period of three months. During that time they are trained to do the job and only when they are considered competent are they allowed to work without supervision.

If, during the trial period, the member of staff fails to meet our expectations they are either dismissed or if considered practical the trial period is extended to allow the employee further time to prove that they are capable of carrying out the functions of the job.

The above procedures are designed to ensure that we only employ honest, hard working and highly motivated staff. Bailiffs and Recovery Officers need to demonstrate that they can act in a firm but fair manner.

Particular care is given to the training of Bailiffs, which is carried out under the control of the Bailiff Manager.

When bailiffs first join the company they undergo an intensive induction course, which covers the Law appertaining to distress. Separate training is given for bailiffs employed to recover different categories of debt.

Following the induction course the bailiff is then assigned to work with a senior bailiff. Initially, they will merely be an observer but as time progresses they will be allowed to take over the leading role, under the supervision of their superior. Their performance and progress is monitored by the Bailiff Manager and only after he is satisfied as to the bailiff's progress and ability would he allow him to work on his own.

We would expect most bailiffs to reach this stage after three months of employment. At that time they would also attend further training sessions to reinforce the legal and practical aspects of levying distress.

As soon as appropriate the bailiff is required to obtain a Certificate granted by the County Court, after undergoing appropriate classroom training. More senior bailiffs and inside staff are entered for the examination set by the Enforcement Services Association.