



QuestGates Careers and Vacancies

JOB TITLE: Special Investigator

DIVISION: Property – SIU

OFFICE: Home based

We are looking to employ a Special Investigator to cover claims in and around the North London/South East area of the UK.

You will use your technical knowledge and experience to proactively investigate predominantly property claims and report thereon, in compliance with prevailing client requirements / service standards and providing exceptional customer service throughout.

The role requires investigating a variety of potentially fraudulent claims, gathering evidence to support your recommendations in a timely manner and in compliance with client requirements.

To be successful in the role you will need to demonstrate a high level of technical, quality and service delivery, a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.

The Credentials

- Strong property claims background with experience dealing with Commercial Property claims.
- Minimum 3 years' experience in an external role.
- Excellent communicator with sound negotiation and investigation skills.
- Ability to work both as part of a team and under own initiative.
- Undertake a range of investigations in an ethical and professional manner, employing best practice and key investigative competencies, which comprise:
 1. Technical Knowledge
 2. Planning and Preparation
 3. Interviewing and Statement Taking
 4. Evidence Identification, Gathering, Analysis and Presentation
 5. Reporting and Correspondence Proficiency
- Adhere to client specific service standards and ensure investigations are conducted within the Company's guidelines, procedures and protocols.



- Ability to work accurately under pressure.
- High degree of IT literacy / competency.
- Full driving licence.
- Ability to maintain a flexible approach, at all times.

The Package

Benefits include a competitive salary, contributory pension and death in service.

Hours of work

Standard working week is 35 hours, Monday to Friday with flexibility during surge and days where service levels / targets have to be achieved.

Closing Date for Applications

Close of business on Friday 15th January 2021.

Contact Details

If you would like further information about this vacancy or wish to apply please contact Siobhan Bullock on 07885 456254 or email HR@questgates.co.uk by the closing date.