



QuestGates Careers and Vacancies

JOB TITLE: Liability Claims Handler

DIVISION: Ireland CCS

OFFICE: Belfast

We are looking to recruit a Claims Handler within the Liability CCS team based in Belfast.

You will use your technical knowledge and experience to proactively case manage, negotiate and settle liability claims including personal injury for clients, as licensed, in compliance with prevailing client requirements and service standards and you will demonstrate a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.

The role requires you to:

- Demonstrate a high level of technical quality and service delivery.
- Obtain high quality evidence by investigation, utilising the field force as appropriate, in a timely manner (supported where required by photographs, witness statements and other appropriate evidence) so as to be able to properly conclude a on civil liability, indemnity and quantum issues as appropriate in compliance with prevailing client requirements.
- Instruct the internal field force to investigate claims as appropriate.
- Escalate claims or issues, either outside license or as required by company procedures.
- Fully, accurately and properly utilise and complete IT claims management systems, including a Case Plan where appropriate.
- Communicate effectively and proactively with all relevant parties by the most effective and expeditious means, prioritising the use of telephone contact, ensuring that claims are proactively managed.

To be successful in the role you will need to demonstrate an eye for detail, 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

- Minimum 3 years claims handling experience of EL/PL claims for corporate or commercial clients.
- Cert CILA/Cert CII/APA qualified or willing to work towards.
- Experience of the Injuries Board process would be advantageous.



- Excellent knowledge of EL/PL related technical and regulatory issues and knowledge of personal injury.
- Excellent communicator with sound case management and negotiation skills.
- Ability to work both as part of a team and under own initiative.
- Ability to work accurately under pressure, adhering to strict deadlines and service standards.
- High degree of IT literacy / competency.
- Ability to maintain a flexible approach at all times
- Excellent customer service skills/best practice
- Excellent organisational skills
- Take responsibility for your actions and be accountable
- Demonstrate personal and professional integrity

The Package

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

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 22nd January 2021