



QuestGates Careers and Vacancies

JOB TITLE: Environmental Claims Handler / Loss Adjuster

DIVISION: Environmental

OFFICE: Belfast or Nationwide

We are looking to recruit a claims handler/adjuster to join our Environmental division to manage 1st party environmental claims. We are ideally interested in candidates working within Northern Ireland though would consider applications from across the UK.

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

The role requires you to investigate policy liability and quantum, 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

- Minimum 3 years claims handling experience of Property or Environmental Claims
- Cert CILA/Cert CII/APA qualified
- Excellent customer service skills/best practice
- Excellent communicator with sound negotiation and investigation 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.



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 together with out of hours telephone coverage on a rota basis.

Closing Date for Applications

Close of business on Friday 22nd January 2021

Contact Details

If you would like further information about this vacancy or wish to apply please contact Jon Mockridge on 07860 503 244 or email HR@questgates.co.uk by the closing date.