



QuestGates Careers and Vacancies

JOB TITLE: Claims Handler

DIVISION: TPPD

OFFICE: Flexible

We are looking to recruit a Claims Handler within our TPPD Division.

The role involves providing first class customer service to our customers, clients, and colleagues, ensuring that all claims are pro-actively managed to conclusion; ensuring client specific service level criteria is met. You will also act as a point of contact for client/customer queries and owning issues through to their satisfactory conclusion and handle the negotiation of quantum with third-party claimants and their representatives.

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

Key Skills:

- Excellent degree of knowledge of TPPD related claims and principles
- Excellent communication skills, both oral and written
- Demonstrate personal and professional integrity and lead by example
- Good degree of IT competency and literacy
- Good negotiation and influencing skills
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability to adopt a logical approach to resolve problems
- Minimum Cert CILA / Cert CII
- Minimum 2 years claims handling experience

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times



- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- Proactively record, process, and settle claims in accordance with our principles and procedures, and to maintain files within our service standards
- Process payments as required in accordance with your authorities
- Effectively negotiate with customers, suppliers, and all relevant third-party representatives

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

Hours of work:

Standard working week is 35 hours, Monday to Friday with flexibility to work from home /office.

Closing Date for Applications:

Close of business on Friday 24th November 2023.

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.