



QuestGates Careers and Vacancies

JOB TITLE: Operations Manager – Subsidence

DIVISION: Property

OFFICE: Northampton / Remote

We are looking to recruit an experienced Operations Managers to manage our Subsidence Team. The role will be ideally based at our Northampton Office which is the base of our Subsidence hub. There will be flexibility for remote working with regular attendance at our offices as operationally required.

Reporting to our Divisional Director / Head of Property Adjusting, the role involves working alongside our Principal Engineer's in the management and development of our subsidence technicians to ensure the high performance of our product.

The role involves the operational day-to-day management of our Subsidence Team, requiring you to ensure 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 escalations and owning issues through to their satisfactory conclusion.

There is a very strong emphasis on the role to support and assist the development of our Subsidence Technicians, working closely with our Principal Engineer's as well as the Divisional Management team.

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

Key Skills:

- Excellent degree of knowledge of Subsidence related claims and principles
- Excellent communication skills, both oral and written
- Good degree of IT competency and literacy
- Demonstrate personal and professional integrity and lead by example
- 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
- Minimum 3 years leadership / management experience
- Proven leadership & management skills in a similar environment



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 across our management teams, sharing knowledge and providing feedback and suggestions for technical and service improvement
- To manage and develop a team of Subsidence Technicians to deliver an exceptional service to our customers and clients
- To encourage and plan the development of staff including obtaining internal and external training as required to ensure they progress through our Adjuster pathway program successfully
- To set handling licenses for the team members and ensure effective controls are in place
- Assist the Business Development team with Client management and development of our products
- Assist the Divisional Director with the setting and delivery of financial budgets
- To work closely with the other Managers across the Property Division and the wider business to ensure service is delivered to the highest possible standard
- To promote and support the TCF principles, resolving customer and client issues
- To ensure team adherence to contractual/Client SLA's and KPI's
- To be accountable for the satisfactory resolution of any issues

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 15th December 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.