



QuestGates Careers and Vacancies

JOB TITLE: National Technical Manager

DIVISION: Property

OFFICE: Remote

In line with our strategic expansion, we are actively seeking an experienced manager and adjusting professional to join our esteemed team as the National Technical Manager within our evolving Property Division.

As we reshape and expand our operations, this pivotal role offers a unique opportunity to lead and influence the technical landscape of Property Adjusting. Reporting directly to the Divisional Director, the National Technical Manager will play a crucial role in driving technical excellence and new standards.

A key aspect of this role is to not only lead in the technical domain but also actively contribute to the development of our next generation of loss adjusters.

Whilst the role may be home based, there will be a requirement for frequent attendances at QuestGates offices as required to undertake the functions of the role.

To be successful in the role you will need to have a passion of advancing technical excellence in property adjusting, 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 Commercial Property claims and principles
- Excellent communication and interpersonal 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
- Strong knowledge of insurance industry, regulations, and best practices
- Proven training and development skills within Property Loss Adjusting
- Ideally will be ACILA qualified or be committed to working towards this qualification
- Minimum 5 years Property Adjusting experience
- Minimum 3 years leadership/management experience



The role involves:

- **Technical Oversight:**
Assume responsibility for the technical output across all areas of Adjusting within General Property, including Concierge, Vector, and TPA Adjusting
- **Training and Development:**
Collaborate with the Divisional Director, Area Managers, Concierge Managers, Vector Management, and our Quality Assurance Team to identify training and development needs for staff
- **Adjuster Development:**
Place a high emphasis on planning and executing training and development programs for staff across our various adjuster pathways, from Concierge to Vector and TPA Adjusting through to the Area Adjusting Teams
- **Surge Response and Peer Reviews:**
Provide technical assistance during surge responses, ensuring a safe and consistent transition of claims to conclusion through peer reviews
- **Internal Audits:**
Conduct internal audits and to identify training needs, collaborate with our Quality Assurance Team to identify training needs, deliver outcomes, and provide constructive feedback
- **Insurer Audits:**
Participate in Insurer audits offering technical assistance to the Head of QA and/or BD team in client audit responses and leading required actions for improvement
- **License Management:**
Take responsibility for setting and retaining handling and reporting licenses for all staff within the Division
- **Professional Development:**
Work with the management team to offer guidance and support on professional examinations
- **PI claims and Technical Referrals:**
Assist the Divisional Director with Professional Indemnity (PI) claims and technical referrals from Insurers
- **External Training:**
Provide external training to Insurers, Brokers, and Corporate clients as required, contributing to business development opportunities
- **Case Supervision:**
Be involved in the supervision or handling of selected high-level or complex cases



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 January 24th 2024.

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.