



QuestGates Careers and Vacancies

JOB TITLE: Area Manager – Property

DIVISION: Property

LOCATION: Remote / South England

Due to internal promotion and continued growth, we are looking to recruit an Area Manager within our Property Division to lead our team of Property Loss Adjusters based in the South of England, reporting into the Divisional Director.

This is a pivotal role which involves spearheading a team of adjusters across the South of England. You will mentor, manage, and lead your team ensuring their continued development whilst upholding the supportive management culture of QuestGates. Proactively managing claims to conclusion and meeting client specific service level criteria will be integral as will prioritising exceptional customer service and ensuring compliance with key SMART measures. You will act as a point of contact for client, customer and adjuster queries and escalations and owning issues through to their satisfactory conclusion.

The role will involve collaborating with other Managers within the Property Division and across our entire business to ensure a 'one-team' approach to our main business goals.

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

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 Commercial related property 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 5 years Adjusting experience
- Minimum 2 years Management/team leader experience, desirable not essential
- Ideally ACILA qualified or demonstrate a commitment to working towards this qualification



The role involves:

- To demonstrate a high level of technical quality and service delivery
- To manage a small caseload of losses from 'cradle to grave' evidencing cost control and excellent customer service
- To participate positively and constructively as both manager and team member, sharing knowledge and providing feedback and suggestions
- To work alongside the Divisional Director and other Area Managers to help develop property adjusting and meet key business targets
- Responsible for your team's productivity and output across the financial year
- To manage complaint escalation and be effective in their resolution adhering to FOS guidelines and procedures
- To prioritise workload whilst ensuring audits and peer reviews are completed regularly as required by our QA team
- To assist in the development of adjusters within the team and ensure high performance
- To ensure adherence to our contractual SLAs and KPIS for our clients

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 5th April 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 recruitment@questgates.co.uk by the closing date.