



QuestGates Careers and Vacancies

JOB TITLE: Environmental Loss Adjuster

DIVISION: Environmental

LOCATION: Midlands / North

We are looking to recruit an Environmental Loss Adjuster within our Specialist Services Division to manage from cradle to grave a case load of complex environmental impairment liability (EIL) claims as well as some other high value and complex first and third party pollution incidents.

You will use your 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.

Key Skills:

- Excellent degree of knowledge of liability and/or property insurance claims and principles
- Excellent communication skills, both oral and written with sound negotiation and investigation skills
- High 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
- Ability to maintain a flexible approach at all times
- Minimum DIP CII / DIP CILA or willing to work towards, consideration will be given to those with requisite experience
- Minimum 3 years, first or third-party property damage claims experience
- Strong insurance claims / adjusting background and expertise, with the handling of claims involving 1st and or third-party property damage is required



- We would particularly like to invite applications from those with some experience of dealing with environmental claims though we would also encourage applications from those with experience of dealing with complex liability and or high value property claims. This can be in either a domestic or commercial claims arena
- Full Driving Licence Required

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
- To communicate effectively and proactively with all relevant parties by the most effective and expeditious means
- To promote and support the TCF principles
- To ensure adherence to contractual / Client SLA's and KPI's
- To be accountable for the satisfactory resolution of any issues
- The proper escalation of claims or issues either outside license or as required by company procedures

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 3rd May 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.