



## QuestGates Careers and Vacancies

**JOB TITLE:** Assistant Special Investigator (ASI)  
**DIVISION:** Property – Special Investigation Unit (SIU)  
**LOCATION:** Home Based

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We are looking to recruit an Assistant Special Investigator (ASI) within our SIU Team.

The role involves providing support to our field-based investigators and a first-class customer service to our customers, clients, and colleagues, ensuring that all potential fraud claims are pro-actively managed, sometimes to conclusion; ensuring client specific service level criteria is met. You will also act as a point of contact for client / customer fraud queries; you will be actively involved in the fraud referral process which involves liaison with our own claims staff and the fraud divisions of our insurer clients.

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 fraud related claims and principles
- Excellent communication skills, both oral and written, with the ability to articulate clearly and concisely
- Good degree of IT competency and literacy
- Good organisation / time management skills with experience of diary management
- 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 collate fraud – related data, produce MI and identify fraud trends
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability to use initiative and have a positive / enthusiastic attitude
- Attention to detail and accuracy of information
- Minimum 2 years claims handling experience

### **The role involves:**

- To provide support to our field – based investigators
- 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 learn how to produce intelligence reports analysing a wide range of data from a variety of different Open-Source Internet Tools (OSIT). These reports are essential to our clients and assist in their decision on liability
- To communicate effectively and proactively with all relevant parties by the most effective and expeditious means, prioritising the use of telephone contact, ensuring that claims are proactively managed. You will need to regularly liaise with many official fraud bodies including IFB, IFED and all UK Police authorities
- 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 within our SIU

**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 17<sup>th</sup> 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](mailto:recruitment@questgates.co.uk) by the closing date.