



QuestGates Careers and Vacancies

JOB TITLE: Loss Adjuster

DIVISION: Major Loss

LOCATION: Scotland

We are looking to recruit Major & Complex Loss Adjusters, to cover claims in and around Scotland, the role will be home based.

You will use your technical knowledge and experience to proactively investigate Major & Complex Loss claims and report thereon, in compliance with prevailing client requirements / service standards and providing exceptional customer service throughout.

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:

- High level of knowledge of Major & Complex Loss 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
- Ideally ACILA qualified or working towards, with completion within 18 months of joining
- Preference 5 years Loss Adjusting experience

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, prioritising the use of telephone contact, ensuring that claims are proactively managed
- 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 Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Enhanced family leave
- Various Voluntary Flexible benefits
- Voluntary Healthcare scheme
- Voluntary Electric car scheme
- 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 Monday 8th July 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.