



QuestGates Careers and Vacancies

JOB TITLE: Case Manager

DIVISION: Property – TPA

OFFICE: Glasgow

We are looking to recruit a Case Manager's within our TPA Team based in our Glasgow office.

The role involves providing first class customer service to our customers, clients, and colleagues, ensuring that all claims are pro-actively managed to conclusion; ensuring client specific service level criteria is met. You will also act as a point of contact for client / customer queries and owning issues through to their satisfactory conclusion.

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 property related claims and principles
- Excellent communication skills, both oral and written, with the ability to articulate clearly and concisely
- High degree of IT competency and literacy
- Demonstrate personal and professional integrity and lead by example
- Good organisation / time management skills with experience of diary management
- 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 use initiative and have a positive / enthusiastic attitude
- Attention to detail and accuracy of information
- Cert CILA / Cert CII or willing to work towards is desirable

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 proper escalation of claims or issues either outside license or as required by company procedures
- To fully, accurately and properly utilise and complete IT claims management systems, including Case Plan where appropriate

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 20th September 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.