



## QuestGates Careers and Vacancies

**JOB TITLE:** Focal Point Administrator

**DIVISION:** Property – TPA

**OFFICE:** Glasgow

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We are looking to recruit a Focal Point Administrator within our TPA Team based in our Glasgow office.

The role involves providing first class customer service to our customers, clients, and colleagues, ensuring client specific service level criteria is met. You will also act as a point of contact for client / customer queries.

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, including telephone manner
- High degree of IT competency and literacy, with the ability to understand and operate internal bespoke systems quickly
- Demonstrate personal and professional integrity and lead by example
- Good organisation / time management skills
- 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 your own initiative and have a positive / enthusiastic attitude
- Attention to detail and accuracy of information
- Minimum 2 years administration 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
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's

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