



## QuestGates Careers and Vacancies

**JOB TITLE:** Subsidence Technician  
**DIVISION:** Property  
**OFFICE:** Flexible – Hybrid / Home working (Nationwide considered)

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We are looking to recruit a Technician within our Subsidence Team, based remotely or at one of our QuestGates offices. Attendance at our Northampton office will be required, the frequency will be agreed based on geographical location.

The role involves utilising your subsidence claims experience by working alongside the team and taking ownership of cases allocated. You will be responsible for handling cases from receipt to conclusion; utilising experts in particular aspects to investigate, validate, and make recommendations, allowing you to agree settlement in a timely manner.

You will be expected to deliver a first-class service to our customers, clients, and colleagues by promoting client philosophy, best practice, and providing ideas for continuous improvement.

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 building 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
- CERT CILA / CERT CII, or willingness to progress towards is preferred

### **The role involves:**

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times, including stakeholders, Customer, Clients and Brokers
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions



- To triage and decide the most appropriate claims handling solution, which will involve desktop handling, use of digital solutions (video technology) and instructing external surveyors
- To fully, accurately, and properly utilise and complete IT claims management systems
- 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
- 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 1<sup>st</sup> November 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.