



QuestGates Careers and Vacancies

JOB TITLE: Loss Adjuster

DIVISION: Liability

LOCATION: Southwest

We are looking to recruit a Loss Adjuster within our Liability Division, covering the Southwest and surrounding areas.

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

The role requires you to investigate legal liability, policy liability and quantum, gathering evidence to support your recommendations in a timely manner and in compliance with client requirements.

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 Liability 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
- Ability to maintain a flexible approach at all times
- Minimum Cert CILA / CII, or willing to work towards
- Minimum 5 years liability claims experience, including 2 years in an external adjusting role

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 manage a caseload of liability claims
- 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 work closely with the Ireland liability team, ensuring that service is delivered to the highest possible standard
- 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 7th February 2025.

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.