



QuestGates Careers and Vacancies

JOB TITLE: Loss Adjuster

DIVISION: Specialist Services - Ireland Property

OFFICE: Home based – Republic of Ireland and Northern Ireland

Due to our ongoing growth and development, we are excited to announce multiple openings for Property Loss Adjusters in both the Republic of Ireland and Northern Ireland. These roles are primarily home-based, but you are also welcome to work from our offices in Belfast or Dublin.

We encourage applications from individuals with experience in managing property claims, whether you're working in a desk-based role and looking to take the next step in your career, or if you're an experienced adjuster eager to advance within a specialist adjusting firm.

In this role, you will be responsible for investigating policy liability and quantum, collecting evidence to support your recommendations efficiently and in accordance 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 property 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
- Strong negotiation and investigation skills
- Ideally APA/Cert CII/Dip CII/Cert CILA/Dip CILA/ACILA qualified, or other relevant qualification/degree
- Minimum 2 years property claims 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 manage a caseload of property 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 adjusting team to ensure service is delivered to the highest possible standard
- To promote and support the CPC/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
- Car Allowance
- 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 28th March 2025.

Contact Details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on +44 (0)7885 456254 or email recruitment@questgates.co.uk by the closing date.