



QuestGates Careers and Vacancies

JOB TITLE: Senior Liability Adjuster
DIVISION: Specialist Services – Liability Team
OFFICE: Dublin

We are looking to recruit a Senior Liability Adjuster to cover claims in and around Dublin and the East Coast.

You will leverage your technical expertise and experience to proactively assess liability claims and provide detailed reports, ensuring compliance with client requirements and service standards while delivering exceptional customer service.

In this role, you will be responsible for investigating legal and policy liability, as well as quantum, by gathering and analysing evidence to support your recommendations in a timely manner, adhering to client expectations.

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 Ireland.

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
- Strong negotiation and investigation skills, with the ability to assess claims, gather evidence, and reach fair and effective resolutions
- Extensive commercial experience and expertise in managing liability claims, including employers' liability, public liability, product liability, and motor claims
- Minimum 3 years liability claims experience, preferably in an external role
- Relevant insurance / adjusting qualifications such as CILA, CII, CIP are preferable



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 Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme

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 21st March 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.