



QuestGates Careers and Vacancies

JOB TITLE: FNOL Handler

DIVISION: Property – TPA

OFFICE: Bolton or Bristol

We are looking to recruit a First Notification of Loss Handler (FNOL) within our TPA Team based in our Bolton or Bristol 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 be the first point of contact for many of our clients / customers taking details of property damage which will then be passed to the Claim Handling team.

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 with the ability to articulate clearly and concisely, both oral and written, including an excellent telephone manner
- Good degree of IT competency and literacy
- Good organisation and time management skills with experience of diary management
- 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 use initiative and have a positive and enthusiastic attitude
- High attention to detail and accuracy of information

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 liaise with case managers and line managers to ensure service is delivered to the highest possible standard and claims are progressed following triages
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's
- To take new loss instructions on TPA claims, completing full triages
- To fully, accurately, and properly utilise and complete IT claims management systems, including Case Plan where appropriate
- The proper escalation of claims or issues either outside license or as required by company procedures

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 6th June 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.