



QuestGates Careers and Vacancies

JOB TITLE: Intelligence Analyst

DIVISION: Surveillance Unit

OFFICE: Denton

We are looking to recruit an Intelligence Analyst within our Surveillance Team.

The role involves providing first-class intelligence support to our legal and insurer clients through accurate and timely desktop investigations into personal injury claims. You will be responsible for conducting online research, compiling reports, coordinating with field operatives, and ensuring service level agreements are met. A high level of attention to detail and the ability to manage your caseload independently are essential. You will act as a key contact point for clients, contributing to the delivery of high standard investigative services.

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 claims validation processes and investigative principles
- Excellent communication skills, both oral and written
- High 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
- Minimum of one years' experience in insurance claims or investigation environment

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 conduct investigations via Open-Source Intelligence and licenced databases



- To prepare concise, accurate reports and redacting sensitive data where needed
- To coordinate instructions with field operatives
- To adhere to internal procedures and best practice guides
- To support administrative duties and client communication
- To maintain compliance with all relevant security screening standards
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's

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 30th May 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.