



## QuestGates Careers and Vacancies

**JOB TITLE:** Major Loss Concierge

**DIVISION:** Major Loss

**OFFICE:** Remote

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As a Major Loss Concierge, your main responsibility is to serve as a high touch point of contact for policyholders who have experienced significant property losses, ensuring a seamless and supportive claims process. This role combines technical expertise in insurance claims with exceptional customer service to guide clients through complex claims, coordinate resources, and provide personalised assistance.

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 commercial major loss 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 manage multiple high-priority cases with professionalism and efficiency

### **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 provide empathetic and proactive communication, ensuring a smooth claims experience
- To collaborate with claims adjusters, contractors, vendors, and legal teams to expedite claims resolution



- To offer guidance on claims processes, and next steps in a clear and supportive manner
- To assist in coordinating temporary housing, emergency services, and restoration efforts
- To monitor claim progress and address any issues or delays
- To maintain detailed records of client interactions and claim developments
- To enhance customer satisfaction and retention by delivering a white-glove service experience
- 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 20<sup>th</sup> 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](mailto:recruitment@questgates.co.uk) by the closing date.