



QuestGates Careers and Vacancies

JOB TITLE: Special Investigator

DIVISION: Property – SIU

OFFICE: Remote

We are looking to recruit an experienced Special Investigator within our Property, SIU Team, to handle household and commercial claims in the South of the UK.

You will use your technical knowledge and experience to proactively investigate predominantly property claims and report thereon, in compliance with prevailing client requirements/service standards and providing exceptional customer service throughout.

The role requires investigating a variety of potentially fraudulent claims, gathering evidence to support your recommendations in a timely manner, and in compliance 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 insurance, SIU related claims and principles
- Excellent communication skills, both oral and written
- Excellent degree of IT competency and literacy
- Excellent negotiation and investigation skills
- 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 maintain a flexible approach, at all times
- Strong property claims background with experience dealing with Commercial Property claims
- Full Driving Licence
- Cert CILA / Cert CII or willing to work towards, advantageous but not essential
- Minimum 3 years' experience in an external role



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 adhere to client specific service standards and ensure investigations are conducted within the Company's guidelines, procedures, and protocols
- Undertake a range of investigations in an ethical and professional manner, employing best practice and key investigative competencies, which comprise:
 1. Technical Knowledge
 2. Planning and Preparation
 3. Interviewing and Statement Taking
 4. Evidence Identification, Gathering, Analysis and Presentation
 5. Reporting and Correspondence Proficiency

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- 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 where service levels /targets have to be achieved.

Closing Date for Applications:

Close of business on Monday 30th 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.