



QuestGates Careers and Vacancies

JOB TITLE: Focal Point Administrator

DIVISION: Loss Adjusting

OFFICE: Any QuestGates office location

We are looking to recruit a Focal Point Administrator within our Loss Adjusting Division, based in any of our QuestGates office locations.

The role involves providing first class customer service to our customers, clients, and colleagues, ensuring client specific service level criteria is met. You will also act as a point of contact for client / customer queries.

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 telephone manner and communication skills, both oral and written
- Good degree of IT competency and literacy, with the ability to understand and operate internal bespoke systems quickly
- 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 your own initiative and have a positive and enthusiastic attitude
- Good organisation and time management skills
- Attention to detail and accuracy in inputting information
- Minimum 2 years' administration experience

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
- To work closely with the other Managers to ensure service is delivered to the highest possible standard
- 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 11th July 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.