



QuestGates Careers and Vacancies

JOB TITLE: Claims Concierge

DIVISION: Property

OFFICE: Bolton, Birmingham and Glasgow

We are looking to recruit a Claims Concierge within our Property Division, based in our Bolton, Birmingham or Glasgow office on a hybrid basis.

The role involves providing first class customer service to our customers, clients, and colleagues, ensuring that all claims are pro-actively managed to conclusion; ensuring client specific service level criteria is met. You will also act as a point of contact for client / customer queries and owning issues through to their satisfactory conclusion.

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, 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
- Minimum Cert CILA / Cert CII, desirable not essential

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 work closely with the other team members and Managers to ensure service is delivered to the highest possible standard
- To promote and support the TCF principles
- To provide day to day support for our property field adjusters, ensuring adherence to contractual/Client SLA's and KPI's
- To be accountable for the satisfactory resolution of any issues
- 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 25th April 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.