



## QuestGates Careers and Vacancies

**JOB TITLE:** Major & Complex Loss Adjuster

**DIVISION:** Loss Adjusting

**OFFICE:** London, Southeast, Midlands

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We are looking to recruit a Major & Complex Loss Adjuster within our Loss Adjusting Division.

We are seeking an experienced Major & Complex Loss Adjuster specialising in liability claims to manage high-value, technically complex cases. You will be responsible for independently investigating, evaluating, and negotiating liability claims – often involving serious injury, product liability, environmental impact, professional indemnity, and third-party property damage. This role demands in-depth technical knowledge, strong stakeholder management, and the ability to provide expert advice on policy coverage and liability exposure.

Additionally, we are particularly interested in speaking to subject matter experts in the following areas: Product Liability / Recall, Professional Indemnity, Cyber, Clinical Negligence, Environmental Liability and Construction Liability.

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 major and complex liability 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 ACII and/or ACILA (or substantial progress towards)
- Minimum 5-year complex liability loss adjusting experience (or equivalent experience in another technical role, such as law, or technical adjusting with an insurer).

### **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 manage a portfolio of major and complex liability claims, typically exceeding £100k+ in value
- To conduct thorough investigations to determine liability, coverage, and quantum
- To prepare clear, well-reasoned reports and recommendations for insurers and stakeholders
- To provide expert input on risk management and loss mitigation strategies
- To maintain compliance with regulatory and client service standards
- 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 25<sup>th</sup> 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](mailto:recruitment@questgates.co.uk) by the closing date.