



QuestGates Careers and Vacancies

JOB TITLE: Environmental Loss Adjuster

DIVISION: Loss Adjusting

BASE: South/Southwest/Midlands

We are looking to recruit an Environmental Loss Adjuster within our Loss Adjusting Division, managing environmental claims across the South, Southwest, and Midland's regions.

You will apply your technical expertise to proactively investigate environmental claims, ensuring full compliance with prevailing client requirements and service standards while delivering exceptional customer service at every stage.

The role involves assessing policy liability and quantifying losses, gathering and analysing evidence to support your recommendations. All investigations must be conducted promptly and in strict accordance with client specifications and regulatory obligations.

To be successful in the role you will need to demonstrate a high level of technical, quality and service delivery, 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 and or liability insurance claims and principles
- Excellent communication skills, both oral and written with sound negotiation and investigation skills
- High 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 maintain a flexible approach at all times
- Minimum DIP CII / DIP CILA or willing to work towards, consideration will be given to those with requisite experience
- Minimum 3 years, first- or third-party property damage claims experience



- Requires a solid background and expertise in insurance claims and adjusting, with experience handling first- and third-party property damage claims
- We especially welcome applications from individuals with experience handling environmental claims, but also encourage those with a background in general property and/or third-party property damage or liability claims, in either domestic or commercial contexts
- Full Driving Licence Required

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
- 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 proper escalation of claims or issues either outside license or as required by company procedures

The Package:

- Competitive salary
- Car allowance
- 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 Monday 1st September 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.