QuestGates Careers and Vacancies

JOB TITLE: Major Loss Adjuster

DIVISION: Loss Adjusting

LOCATION: Scotland and North of England

We are looking to recruit a Major Loss Adjuster, to cover claims in Scotland and around the North of England area. The role will be home based.

You will use your technical knowledge to assess and manage high-value or complex claims, typically involving substantial damage or loss. These claims can relate to commercial properties, large-scale natural disasters, or significant personal property losses. You will investigate the circumstances surrounding the claim, determine the validity and scope of the damage, and ensures that the claim is handled in accordance with policy terms and conditions.

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 Loss 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
- Ideally ACILA qualified or nearing completion
- Minimum of 5 years Loss Adjusting 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, ensuring that claims are proactively managed
- 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 22nd August 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.