

CPA Careers and Vacancies

JOB TITLE: Senior Case Manager

DIVISION: Claims Management

OFFICE: Bristol

We are looking to recruit a Senior Case Manager within CPA, based in our Bristol office on a hybrid working 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 CPA, a QuestGates company.

Key Skills:

- Excellent degree of knowledge of CPA related claims and principles
- Excellent communication skills, both oral and written, with the ability to articulate clearly and concisely
- Excellent telephone manner
- Good degree of IT competency and literacy
- Good organisation / time management skills with experience of diary management
- 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 initiative and have a positive / enthusiastic attitude
- Attention to detail and accuracy of information
- Minimum Cert CILA / Cert CII
- Minimum 5 years' claims handling experience
- Minimum 2 years team leader experience, 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 Managers to ensure service is delivered to the highest possible standard
- To provide cover for your line manager when they are not available
- To handle complaints to assist your line manager
- To promote and support the TCF principles
- To ensure adherence to contractual / Client SLA's and KPI's
- To participate in client liaison meeting'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
- To fully, accurately and properly utilise and complete IT claims management systems, including Case Plan where appropriate

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 Wednesday 15th October 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.