



QuestGates Careers and Vacancies

JOB TITLE: Concierge

DIVISION: QG Validations

OFFICE: Bolton

We are looking to recruit two Concierge within our QG Validations team. The role will be hybrid based out of our Bolton office.

The role involves providing support and assistance to the Claims Handlers, Investigators, and managers to ensure 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, escalating and owning queries and 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 motor related claims and principles
- Excellent communication skills, both oral and written, including professional telephone etiquette
- Good degree of IT competency and literacy, with the ability to understand and operate bespoke internal systems quickly and efficiently
- 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
- Strong organisational and administrative skills

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 work closely with the team to ensure service is delivered to the highest possible standard



- 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 31 October 2025.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact recruitment@questgates.co.uk by the closing date.