



QuestGates Careers and Vacancies

JOB TITLE: Counter Fraud Case Manager

DIVISION: QG Validations

OFFICE: Bolton

We are looking to recruit three Counter Fraud Case Managers within our QG Validations team. The role will be hybrid based out of our Bolton office.

The role involves using technical knowledge and experience to proactively manage counter-fraud investigation cases in compliance with prevailing client requirements and service standards.

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
- Background or understanding of counter-fraud
- Excellent communication skills, both oral and written
- Excellent investigation skills
- Excellent 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, under your own initiative
- Ability to work accurately under pressure, adhering to deadlines and service standards

The role involves:

- To demonstrate a high level of technical competence, 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 obtain high quality evidence by investigation, via the Field Force, in a timely manner (supported where required by photographs, witness statements, and other appropriate evidence) so as to be able to properly conclude on civil liability, indemnity and quantum issues in compliance with prevailing client requirements
- To allocate new and existing cases (where required), in accordance with licensing system and referral of claims outside license to Line Manager
- To prepare reports in the appropriate format, ensuring that they demonstrate the added value of our involvement and keep clients updated on all relevant matters throughout the life cycle of the claim
- To maintain detailed and accurate records of all communications, site visits, meetings discussions, decisions, and key milestones
- To be accountable for the satisfactory highlighting / recording / referring of any complaints in accordance with company procedures and FSA requirements
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's
- The proper escalation of claims or issues either outside license or as required by company procedures

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- 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.