



QuestGates Careers and Vacancies

JOB TITLE: TPPD Claims Handler

DIVISION: Claims Management

OFFICE: Remote

We are looking to recruit a Claims Handler within our TPPD team, on a remote basis with required attendance at Birmingham office on an ad hoc basis for team meetings, training sessions etc.

The role involves managing and investigating third-party property damage claims resulting from motor or liability incidents. You will handle the claim from initial notification through to settlement, ensuring fair and prompt resolution in line with company policies, regulatory requirements, and service level agreements. This role requires strong communication and negotiation skills, analytical thinking, and a customer-centric approach to deliver a positive claims experience while minimizing company liability.

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 TPPD 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
- Minimum Cert CILA / Cert CII or willing work towards
- Minimum 2 years' claims handling 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 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
- 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 31st October 2025.

Contact details:

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