



QuestGates Careers and Vacancies

JOB TITLE: Concierge

DIVISION: Loss Adjusting

OFFICE: Remote with office attendance required on an ad-hoc basis to meet role requirement

We are looking to recruit a claims Concierge to join our growing Vector team at QuestGates. This opportunity has arisen due to our continued expansion and the recognition of the strong career progression pathways we offer. Although the position is home-based, there will be requirements for attendance at QuestGates offices, necessary for team meetings, training sessions, and other role-related functions.

In this role, you will have the chance to enhance your skills by assisting with the management of claims across the Vector work streams. These work streams focus on delivering innovative property claims solutions to the market, leveraging advanced technology to improve service speed and complement our Adjusting services. 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 be responsible booking appointments for virtual, physical and telephone visits, and 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 QuestGates.

Key Skills:

- 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

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



- Appointment booking for new referrals which require a digital, site or telephone visit
- To fully, accurately and properly utilise IT claims management systems, including Case Plan where appropriate
- The proper escalation of claims or issues either outside license or as required by company procedures.
- 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 7th November 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.