



QuestGates Careers and Vacancies

JOB TITLE: Technical Lead (Vector)

DIVISION: Loss Adjusting

LOCATION: Remote with office attendance required on an ad-hoc basis to meet role requirements

We are looking to recruit a Technical Lead within our Loss Adjusting Division; in line with our strategic expansion, you will work within our Vector team. Based remotely, the role will involve office attendance for duties which will include, but not restricted to, team meetings, coaching of team members and audit activities.

As we re-shape and expand our operations, you will support a team of development adjusters as case owners to ensure their technical growth, providing first class service delivery to our customers, clients, and colleagues by promoting client philosophy and best practice, driving innovation, and encouraging strategic thinking.

This pivotal role is ideal for someone with a passion for advancing technical excellence in property adjusting mentoring and motivating a talented and enthusiastic team, so that they are equipped with the confidence, diverse skills, and knowledge to proactively settle claims. You will handle a caseload of commercial and domestic cases as evidence of good claims practice.

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 knowledge of Commercial Property claims and principles
- Excellent communication skills, both oral and written with sound negotiation and investigation skills
- 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
- Ability to maintain a flexible approach at all times.
- Proven training and development skills within Property Loss Adjusting
- Ideally DIP CILA qualified or committed to working towards this qualification
- Minimum 5 years, first or third-party property damage claims experience
- Strong insurance claims / adjusting background and expertise, with handling first party property damage



The role involves

- Technical Oversight: Assuming responsibility for the technical output within Vector
- Training and Development: Collaboration with the Divisional Director, Area Managers, Concierge Managers, Vector Management, and our Quality Assurance Team to identify training and development
- Adjuster Development: Placing a high emphasis on planning and executing training and development programs for staff across our adjuster pathway from Vector through to the Area Adjusting Teams
- Surge Response and Peer Reviews: Providing technical assistance during surge responses, ensuring a safe and consistent transition of claims to conclusion through peer reviews
- Internal Audits: Conducting internal audits and collaborate with our Quality Assurance Team to identify training needs, deliver outcomes, and provide constructive feedback
- Professional Development: Working with the management team to offer guidance and support on professional examinations

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 17th 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.