



QuestGates Careers and Vacancies

JOB TITLE: Motor Case Manager

DIVISION: Claims Management

OFFICE: Any QuestGates office – Flexible Working Arrangements Available

We are excited to be recruiting two Motor Case Managers to join our Claims Management Division: a team known for its strong reputation, longstanding success, and continued growth in a competitive market. This is a fantastic opportunity to become part of a collaborative and forward-thinking environment where your professional development is genuinely supported. You'll have the chance to undertake industry-recognised qualifications, if desired and work alongside experienced colleagues who are passionate about delivering exceptional service.

As a Motor Case Manager, you'll play a key role in managing motor claims with efficiency, empathy, and attention to detail. You'll be joining a team that values your contribution and offers opportunities for career progression, personal growth, and skill enhancement. If you're looking for a role where you can make a meaningful impact while growing your career in an ambitious organisation, we'd love to hear from you.

Key Skills:

- Excellent degree of knowledge of Motor related claims and principles
- 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
- Cert CILA / Cert CII or relevant qualifications desirable but not essential
- Minimum 3 years' claims handling experience

The role requires you:

- 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
- 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 21st 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.