



QuestGates Careers and Vacancies

JOB TITLE: **Liability Adjuster/Senior Liability Adjuster**

DIVISION: **Loss Adjusting**

LOCATION: **South West**

We are looking to recruit a Liability Adjuster/Senior Liability Adjuster within our Loss Adjusting Division, covering the South West and surrounding areas.

You will leverage your technical expertise and experience to proactively assess and report on liability claims, ensuring full compliance with client requirements and service standards. Your role involves investigating legal and policy liability as well as quantum, gathering and analysing evidence to support your recommendations. You will deliver timely, accurate reports while maintaining exceptional customer service throughout the claims process.

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 Liability 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
- Ability to maintain a flexible approach at all times
- Minimum Cert CILA / CII, or willing to work towards
- Minimum 5 years liability claims experience, including 2 years in an external adjusting role

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 manage a caseload of liability claims
- 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 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 20th February 2026.

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.