



QuestGates Careers and Vacancies

JOB TITLE: Surveillance Operative

DIVISION: Claims Management

OFFICE: Remote

We are looking to recruit a Surveillance Operative within our Surveillance Team.

We are seeking a Trainee or Experienced Surveillance Operative to join our dynamic team. In this role, you will play a key part in investigating and preventing fraudulent insurance claims. Your responsibilities will include conducting covert investigations, capturing high-quality video evidence, and producing detailed reports.

This is a full-time remote position that involves regular travel across the UK and frequent overnight stays. If you are observant, discreet, and thrive in a fast-paced environment, this could be the perfect opportunity for you.

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 attention to detail and observation skills
- Excellent communication skills, both oral and written, with particular emphasis on report writing
- 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, with a strong focus on remote collaboration
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability to work flexible hours, including evenings and weekends, as required
- Experience in conducting investigations and compiling evidence is advantageous
- Experience in surveillance, security, or law enforcement is highly desirable; however, comprehensive training will be provided for the right candidate
- A valid driving licence (including manual transmission) with a minimum of 3 years' driving 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 conduct covert surveillance operations to gather accurate evidence
- To capturing high-quality video and photographic material in compliance with legal standards
- To preparing detailed reports based on observations and findings
- To travel extensively across the UK, including frequent overnight stays
- To work independently while maintaining communication with the operations team
- 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
- Company vehicle
- 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.

Closing Date for Applications:

Close of business on Friday 6th 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.