



## QuestGates Careers and Vacancies

**JOB TITLE:** Team Leader – Validations Complex Fraud

**DIVISION:** Legal Services

**OFFICE:** Hybrid – Bolton

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We are looking to recruit a Team Leader within our Validations Complex Fraud team.

The role involves using your technical knowledge and experience to proactively manage a team of counter-fraud investigators to support the head of the department.

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 motor fraud/GAP/fraud investigation 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 meet commercial requirements of the QGVCF business unit
- Ability to actively support the Head of QGVCF in delivering their responsibilities, with the capability and confidence to deputise and perform the role effectively in their absence
- A solid understanding of the day-to-day personnel management requirements of the QGVCF team, with the ability to support effective team performance and compliance
- A strong understanding of the role and strategic importance of QGVCF, particularly within the wider context of the QG Counter Fraud Team, QG Law and QuestGates as a whole
- Proven experience in managing and developing insurance client relationships, including demonstrable expertise in claims investigation and fraud investigation services

**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 leave requests, absence and other employee requirements
- To conduct 121-s for team members as required
- To assist QGVCF Head to manage client SLA's/MI requirements
- To assist with allocation of new work
- 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
- 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 30<sup>th</sup> January 2026.

**Contact details:**

If you would like further information about this vacancy or wish to apply, please email [recruitment@questgates.co.uk](mailto:recruitment@questgates.co.uk) by the closing date.