

QGLaw Careers and Vacancies

JOB TITLE: Claims Handler

DIVISION: QGLaw – Travel & Marine Team

OFFICE: London / Hybrid (2-3 days in the London office)

We are looking to recruit a Claims Handler within QGLaw, specifically within the Travel & Marine Team.

The role involves responsibility for managing a diverse portfolio of public liability, employers' liability, and professional indemnity claims, primarily involving the defence of personal injury incidents occurring abroad, with some UK-based cases. These claims range from straightforward sickness and slip-and-trip accidents in hotels to more complex incidents such as explosions on ships.

Given the international nature of many claims, the role requires handling legally complex matters involving contractual relationships between parties, as well as the application of UK and EU consumer protection legislation and relevant international conventions.

Working within a bespoke case management system, you must ensure all allocated claims are actively progressed, accurately documented, and effectively managed. Collaboration with the Legal Team will be required as appropriate. A key aspect of the role is contributing to the Claims Team's overall billing targets through efficient and proactive case handling.

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 QGLaw, a QuestGates Company.

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
- Experience of handling complex claims, including reviewing and advising underwriters on policy coverage issues
- Experience of working with a sophisticated claims management system

- Knowledge and confidence when using Microsoft office programmes including Teams, SharePoint, Excel, Word, PowerPoint and Outlook
- A keen interest in personal injury law & consumer protection law

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 provide insurers and clients with clear, accurate advice on liability, quantum, and procedure, ensuring strong relationship management at all times
- To liaise with brokers and policyholders, including attending meetings with brokers and underwriters where required
- To review and advise underwriters on policy coverage matters
- To assess claim values and setting appropriate reserves
- To conduct desktop investigations, including social media checks to identify potential fraud
- To instruct and coordinate experts to support the defence of claims
- To pursue recoveries from third-party suppliers or their insurers
- To handle and negotiate third-party legal costs to secure the best possible outcomes for clients
- To collate claims data and produce analysis as required
- To manage applications for pre-action disclosure under supervision
- To process claim payments and recoveries in the case management system in a timely and accurate manner
- To complete routine file housekeeping and support colleagues with one-off housekeeping tasks
- To assist the Claims Manager with a variety of claims-related projects

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 37.5 hours, Monday to Friday with some flexibility to work from home.

Closing Date for Applications:

Close of business on Friday 10th April 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.