



## QuestGates Careers and Vacancies

**JOB TITLE:** Contractor Performance Consultant

**DIVISION:** Building Consultancy

**OFFICE:** Home Based

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QuestGates is seeking to appoint Contractor Performance Consultants within our Building Consultancy Division Contractor Services Team. The positions will be each cover a respective region, and will require regular attendance at our offices, client sites, contractor offices and project locations, to effectively fulfil the responsibilities of the role.

The ideal candidates will possess a good understanding of building claims and managing relationships, along with knowledge of construction and health & safety legislation to enable auditing and managing contractor performance and compliance, ensuring satisfactory resolution of issues / complaints, monitoring repair allocations and sharing insight with internal and external clients to drive improved behaviours, usage and revenue growth.

Having managed relationships with numerous parties involved within either the insurance or private practice construction and surveying sectors, you'll have a keen interest in changing and improving services offered through collaboration and thinking differently, to ensure what we offer is seen as different and a market leading proposition, that helps us achieve our ambitious growth plans.

These positions carry operational responsibility for the performance of our Contractor Services in specified regions and the performance management of a number of contractors, ensuring exemplary service standards, optimal client care, and sustainable growth.

To excel in this role, you must demonstrate a commitment to innovation and a resolute focus on delivering market-leading services and solutions on behalf of QuestGates.

**Key Skills:**

- Preferable experience in Building Construction, Contractor Management, Compliance and Health & Safety legislation
- Exceptional oral and written communication skills, enabling the clear articulation of complex issues
- Advanced IT proficiency, supporting efficient utilisation of diverse platforms and applications
- Demonstrated personal and professional integrity, consistently setting a positive example
- Strong technical knowledge coupled with proven problem-solving capabilities
- Effective collaboration skills as well as the ability to work independently



- Capacity to perform accurately under pressure, meeting deadlines and service standards
- Critical thinking abilities for data analysis, interpretation, and presentation
- Comprehensive awareness of client requirements and their significance
- Valid Full Driving Licence

**The role involves:**

- Demonstrating a standard of technical competence, accuracy, and service delivery
- Consistently providing outstanding customer focussed service
- Contributing positively and constructively as a member of the team, sharing knowledge, and offering feedback and suggestions
- Maintaining comprehensive and up-to-date knowledge of construction principles and best practices
- Effectively and accurately utilising IT systems
- Collaborating with other Business units to ensure service is delivered to the highest standards, with an emphasis on quality control, compliance, and audit requirements
- Promoting and upholding TCF principles
- Ensuring adherence to contractual and client SLA and KPI requirements
- Taking responsibility for and ensuring the effective resolution of any issues that arise
- Communicating proactively and effectively with senior stakeholders and national teams through the most appropriate channels

**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 17<sup>th</sup> April 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.