



QuestGates Careers and Vacancies

JOB TITLE: Contractor Support

DIVISION: Building Consultancy

OFFICE: Home Based

QuestGates is seeking to appoint Contractor Support roles within our Building Consultancy Division Contractor Services Team. The positions will be hybrid based and will require regular attendance at our offices and contractor locations, to effectively fulfil the responsibilities of the role.

We are seeking proactive and organised individuals to provide essential administrative support to our contractors and contractor services team. This role involves managing key tasks, producing and analysing management information on contractor usage and performance, aged debt control and issuing communications to clients, colleagues and contractors.

The successful candidate will demonstrate strong organisational skills and a resourceful approach, be responsible for updating our CRM system and addressing queries to ensure efficient workflow, and having oversight on contractor usage and allocation, alongside supporting colleagues and contractors to ensure repair projects progress to completion in a timely manner, and that Aged Debt is well managed and minimised.

You'll receive coaching on specific business process requirements along with the use of our bespoke IT systems. The role will be a focal point of contact for contractors and clients (internal and external) dealing with subscription invoicing, aged debt management and MI collation and reporting to help ensure that contractors are performing as per their contractor service contract

To be successful in the role you will need to demonstrate a commitment to innovation, be flexible to change as we are a rapidly growing business and have a determination to provide a market leading service and product on behalf of QuestGates.

Key Skills:

- 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
- Experience in a support / administration role



The role involves:

- To demonstrate a high level of service delivery
- To always provide exceptional customer service
- Effective collaboration skills as well as the ability to work independently
- To communicate effectively and proactively with all relevant parties to help ensure that repair is proactively managed
- To promote and support the TCF principles
- To ensure adherence to contractual / Client SLA's and KPI's
- 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

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.

Closing Date for Applications:

Close of business on Friday 17th 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.