



QuestGates Careers and Vacancies

JOB TITLE: Intelligence Analyst

DIVISION: Legal Services

OFFICE: Remote working with office attendance as required

We are looking to recruit an Intelligence Analyst within our Legal Services Division.

The role will form a key part of our drive to build a new team of experienced intelligence professionals able to provide vital support to each of the business pillars across the QuestGates Company. It is our ambition to build a market leading intelligence offering that delivers tangible benefits to our customers and this is an exciting opportunity to join that journey.

Analysts will utilise a wide range of data sources to gather key pieces of intelligence and use their professional approach to decide relevance, appropriately contextualise data, whilst ensuring key findings are clearly and concisely articulated. Analysts will also assist in identifying avenues to take investigations forward whilst also ensuring that work of the unit and its products are compliant with all relevant legislation and correctly positioned for the target audience.

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 Insurance 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
- Have an intelligence or analytical qualification (i.e. NIM, NIAT, i2, etc.) or equivalent.
- Have a thorough and up-to-date knowledge of intelligence tools, databases and working with intelligence handling procedures.
- Minimum **3 years intelligence or data analysis** experience, ideally in a similar role or environment.



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
- Interrogating a wide range of data sources and systems as part of routine duties.
- Identifying key attractors, pattern behaviour and data trends.
- Working in a fast-paced environment, ensuring efficiency and profitability for QuestGates.
- Being a confident self-starter, manage your workload appropriately and have a preparedness to be flexible to the needs of the clients where needed.
- Presenting key intelligence findings via a range of methods, including written and where needed presentations, with the latter potentially to external stakeholders.
- Proactively producing alert bulletins and reports to assist our clients in managing risk and to establish market visibility.
- Producing evidential statements, where needed, requiring a methodical and thorough approach to intelligence analysis and the management of data.
- Being prepared to seek further information from clients where needed, whilst always adhering to all the relevant legislation relating to data sharing.
- Working to support automated, semi-automated and AI based solutions in the intelligence space.
- 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



- 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 according to the needs of the business.

Closing Date for Applications:

Close of business on Friday 8th of May.

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.