



QuestGates Careers and Vacancies

JOB TITLE: Loss Adjuster
DIVISION: Property
LOCATION: South Coast – Sussex/Hampshire/Dorset

We are looking to recruit a Loss Adjuster, to cover claims in and around the South Coast - Sussex/Hampshire/Dorset the role will be home based.

You will use your technical knowledge and experience to proactively investigate commercial property claims and report thereon, in compliance with prevailing client requirements / service standards and providing exceptional customer service throughout.

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 commercial property 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 always maintain a flexible approach
- Ideally DIP CILA qualified, or willing to work towards
- Minimum 3 years property claims experience, including 2 years in an external role
- Strong commercial background and expertise with handling property owner claims

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 communicate effectively and proactively with all relevant parties by the most effective and expeditious means, prioritising the use of telephone contact, ensuring that claims are proactively managed
- 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.

Closing Date for Applications:

Close of business on Tuesday 5th May 2026.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact recruitment@questgates.co.uk by the closing date.