



QuestGates Careers and Vacancies

JOB TITLE: Service Delivery Manager – Property

DIVISION: Loss Adjusting

LOCATION: Various

Following the refinement of our restructuring plans we are now recruiting for three Service Delivery Managers into our Commercial Property and Private Client Teams to strengthen our customer experience across these Loss Adjusting Teams. You will lead Adjuster Assistants and ensure customers, Insurers and Brokers stay informed, service runs smoothly, delays and complaints are reduced.

What you'll do

- Lead a small team of Adjuster Assistants to deliver timely, proactive communication after every adjuster visit.
- Make outbound calls and manage email updates to keep customers and brokers fully informed.
- Reduce avoidable chasers, noise and delays through structured communication routines.
- Own and resolve post-visit escalations quickly and professionally.
- Use workflow and MI tools to spot risks early and maintain service control.
- Free Adjusters and Area Managers to focus on technical work by taking the lead on service communication.

What you'll bring

- Strong customer service and communication skills
- Experience in claims, loss adjusting, or another service-driven role
- Confidence leading a small support team
- Clear, organised, proactive working style

What success looks like

- Consistent, proactive customer and broker communication
- Fewer chasers and service-related complaints; more compliments
- Smooth, well-controlled post-visit workflow
- Motivated, high-performing support teams
- Adherence to our Clients service KPIs

Key Skills:

- Excellent degree of knowledge of Loss Adjusting Property claims
- 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
- Minimum 2 years Management/team leader experience, desirable not essential
- Ideally Cert CILA qualified or demonstrate a commitment to working towards this qualification

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- 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 5th June 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.