



QuestGates Careers and Vacancies

JOB TITLE: Client Relationship Manager

DIVISION: Central

LOCATION: Home Based, UK wide travel

Due to the continued growth of QuestGates, we are seeking to appoint a **Client Relationship Manager** to further strengthen and support our client engagement across key insurer, broker and corporate relationships.

The Client Relationship Manager (CRM) is responsible for managing and developing strategic partnerships with our clients, ensuring the effective delivery of claims services and consistently high client satisfaction. The role focuses on enhancing service performance, client retention and identifying opportunities to broaden our claims offering in line with client needs and market trends.

Acting as the primary contact for our clients, success in this role requires a proactive, collaborative mindset, strong commercial awareness and a commitment to delivering market-leading service and outcomes on behalf of QuestGates.

Key Skills and Responsibilities

- Serve as the main point of contact for assigned clients, ensuring their needs are met with professionalism and efficiency
- Build strong, trusted relationships through proactive communication and understanding of client priorities
- Maintain regular engagement with clients through performance reviews, governance meetings, and on-site visits as required
- Identify opportunities to enhance service delivery, including process improvements, innovation, and expansion of claims solutions
- Support cross-sell and upsell initiatives aligned to client needs and QuestGates' broader service offering
- Act as a senior escalation point ensuring timely and effective resolution
- Ensure compliance with regulatory requirements, internal controls, and industry best practice across all client engagements
- Work closely with operational and technical colleagues to deliver consistent, high-quality claims outcomes
- Produce and present MI, performance analysis and insights to clients, driving informed decision-making



- Demonstrate strong communication skills, both written and verbal, with the ability to influence at all levels
- Exhibit excellent organisation and time management skills, managing multiple priorities to tight deadlines
- Apply analytical thinking to identify trends, risks, and opportunities within claims portfolios and present these verbally and in the form of reports
- Maintain strong IT capability, including use of claims systems and reporting tools to support data-led client conversations

Core Requirements

- 3–5+ years of experience in insurance account management or client facing roles
- Professional qualification desirable (e.g. CII or CILA)
- Strong knowledge of claims across a range of services
- Proven ability to manage client relationships and deliver service excellence in a claims environment
- Excellent communication, interpersonal, and relationship-building skills
- Customer-first attitude with a strong focus on service excellence

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Company car benefit
- 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 24th July 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.