



QuestGates Careers and Vacancies

JOB TITLE: Major Loss Director

DIVISION: Loss Adjusting

LOCATION: Home based with travel required

We are looking to recruit Major Loss Director within our Major Loss Team. The role will be home based with travel required across the London and the South East, including the peripheries of the M25, to fulfil role requirements.

You will use your skills and experience to manage and resolve complex, high-value insurance claims involving significant property damage, business interruption, or catastrophic events. This senior role demands strong technical expertise, investigative ability, and leadership to assess, negotiate, and settle claims effectively while guiding and mentoring regional teams to maintain the highest technical standards. Acting as the primary contact for sensitive cases, you will oversee site inspections, coordinate expert input, and deliver accurate, timely outcomes aligned with company and legal standards. Additionally, you'll collaborate with business development to nurture key client relationships and ensure exceptional service delivery.

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 Major Loss 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
- ACILA qualified
- Minimum of 10 years' Loss Adjusting experience

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 Monday 3rd August 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.