



QuestGates Careers and Vacancies

JOB TITLE: **Subsidence Technician**

DIVISION: **Loss Adjusting**

OFFICE: **Home working (Nationwide considered)**

We are seeking to appoint a Subsidence Technician to join our established subsidence team.

In this role, you will use your subsidence claims knowledge to take full ownership of allocated cases, managing them from first notification through to final resolution. You'll co-ordinate and instruct a range of technical specialists to investigate the cause, assess the damage, and provide informed recommendations, enabling you to negotiate and agree settlements efficiently.

You will be expected to deliver an exceptional service experience to customers, clients and colleagues, upholding client philosophy, applying best practice principles and actively contributing ideas that support continuous improvement across the team. You will be joining a team that values and promotes personal growth and career progression in a successful and diverse business. If you're looking for a role where your contribution makes a difference and you can learn new skills, this opportunity is for you.

Key Skills:

- Excellent degree of knowledge of building 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
- CERT CILA / CERT CII, or willingness to progress towards is preferred

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times, including stakeholders, Customer, Clients and Brokers



- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To triage and decide the most appropriate claims handling solution, which will involve desktop handling, use of digital solutions (video technology) and instructing external surveyors
- To fully, accurately, and properly utilise and complete IT claims management systems
- 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
- 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 28th 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.