



QuestGates Careers and Vacancies

JOB TITLE: Loss Adjuster (Subsidence)

DIVISION: Property

LOCATION: Midlands / South

We are looking to recruit an experienced Subsidence Loss Adjuster within our Subsidence Team. Based remotely, the role will involve attendance in our Northampton Office at a frequency to be agreed based on geographic location.

Reporting to the Principal Engineer, you will work alongside the team providing technical input and take ownership of cases that require application of your knowledge in achieving appropriate outcomes.

You will utilise experts in particular aspects to investigate, validate and make recommendations allowing you to agree settlement in a timely manner.

To be successful in the role you will need to demonstrate a high level of technical, quality and service delivery, a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.

Key skills

- Excellent knowledge of subsidence and/or property insurance claims and principles.
- Understanding of building insurance policies is desirable
- Excellent communication skills, both oral and written with sound negotiation and investigation skills
- 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 maintain a flexible approach at all times
- Ability to specify site investigation method and interpret geotechnical reports making recommendations in consideration of policy liability
- Ideally be CILA qualified or committed to working towards this qualification
- Minimum 2 years, first or third-party property damage claims experience
- Strong insurance claims / adjusting background and expertise, with handling first party property damage



The role involves

- To provide exceptional customer service to all stakeholders including Customer, Client & Broker, keeping in mind TCF principles and agreed SLA's
- 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 participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To demonstrate a high level of technical quality, accuracy, and service delivery
- To maintain a good degree of knowledge of Buildings related claims principles and practices
- To be accountable for the satisfactory resolution of any issue that arises
- To fully, accurately, and properly utilise and complete IT claims management systems
- The proper escalation of claims or issues either outside license or as required by company procedures

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 Wednesday 10th July 2024.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email recruitment@questgates.co.uk by the closing date.