



QuestGates Careers and Vacancies

JOB TITLE: Development Loss Adjuster (Vector)

DIVISION: Property

LOCATION: Flexible – Hybrid / Home working (Nationwide considered)

We are looking to recruit a Development Loss Adjuster to join our growing Vector team at QuestGates. This opportunity has arisen due to our continued expansion and the recognition of the strong career progression pathways we offer. Although the position is home-based, there will be requirements for attendance at QuestGates offices, necessary for team meetings, training sessions, and other role-related functions.

In this role, you will have the chance to enhance your skills by managing claims across the Vector work streams. These work streams focus on delivering innovative property claims solutions to the market, leveraging advanced technology to improve service speed and complement our Adjusting services. With comprehensive training and ongoing mentoring, you will learn to manage claims proactively, ensuring compliance with client-specific service level criteria while delivering exceptional service aligned with our SMART objectives.

We value flexibility and a commitment to personal growth, and we are looking for someone who is eager to learn and contribute to a collaborative, 'one-team' culture.

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:

- Good knowledge of building related claims and principles is desirable
- 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 of Cert CILA / Cert CII with a willingness to progress to Dip CILA

The role involves:

- To demonstrate a high level of technical quality, accuracy, 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 triage and decide the most appropriate claims handling solution, which will involve desktop handling, use of digital solutions (video technology) and instructing external surveyors – Having considered the approach to be taken, overall ownership remains as allocated
- 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 maintain a good degree of knowledge of Buildings related claims principles and practices
- To fully, accurately, and properly utilise and complete IT claims management systems
- 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 Friday 3rd January 2025.

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.