



## QuestGates Careers and Vacancies

**JOB TITLE:** Latent Defects Adjusters

**DIVISION:** Specialist Services

**OFFICE:** Home based – UK & Ireland

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We are excited to announce new opportunities for Latent Defects Loss Adjusters as we continue to expand and develop. These roles are primarily home-based, with the option to work from our offices located across the UK and Ireland. Depending on your experience, you'll manage claims ranging from £10k to £500k.

We welcome applications from individuals with experience in handling complex property or latent defects claims. Whether you come from a desk-based role and are looking to progress in your career, or you have hands-on experience in field adjusting, engineering, or surveying and are eager to move into a specialist adjusting role, we would love to hear from you.

In this position, you will be responsible for investigating policy liability and quantum, collecting evidence to support your findings, and providing timely recommendations in line with client requirements.

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 knowledge of Property or Latent Defects 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
- Strong negotiation and investigation skills
- Ideally APA/Cert CII/Dip CII/Cert CILA/Dip CILA/ACILA qualified, MRICS / CEng or other relevant engineering or surveying qualification/degree
- Minimum 2 years complex property, surveying, engineering or latent defects claims 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 manage a caseload of latent defects claims.
- 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 work closely with the Ireland adjusting team to ensure service is delivered to the highest possible standard
- To promote and support the CPC/ 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
- Car Allowance
- 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 28<sup>th</sup> March 2025.

**Contact Details:**

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on +44 (0)7885 456254 or email [recruitment@questgates.co.uk](mailto:recruitment@questgates.co.uk) by the closing date.