

# VEHICLE DAMAGE ASSESSOR

## Role Overview

As modern vehicles become more complex, accurately assessing damage is essential to ensuring safe, cost-effective, and compliant repairs. Vehicle Damage Assessors play a crucial role in evaluating the extent of vehicle damage, determining appropriate repair methods, and ensuring all work aligns with manufacturer standards and insurance requirements. The role involves combining technical knowledge with analytical thinking and clear communication. Using advanced estimating systems, digital imaging, and repair methodology databases, you will support customers, insurers, fleet operators, and repair teams by producing accurate assessments that underpin high-quality vehicle repair outcomes.

## Key Responsibilities

- ✓ **Inspecting and assessing vehicle damage** to determine structural, mechanical, and cosmetic repair requirements in line with manufacturer and safety standards.
- ✓ **Using specialist estimating software**, such as Audatex or similar platforms, to produce precise repair estimates, including parts, labour times, and materials.
- ✓ **Identifying the most appropriate repair methods**, consulting manufacturer repair data, repair guidelines, and workshop capabilities to ensure safety and accuracy.
- ✓ **Documenting all findings**, including photographic evidence, damage reports, parts lists, and method statements, to meet insurance, compliance, and audit requirements.
- ✓ **Communicating assessment outcomes clearly** with customers, insurers, panel technicians, and paint teams to agree repair strategies and manage expectations
- ✓ **Reviewing supplementary damage discovered** during disassembly and updating estimates and authorisations accordingly.

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- ✓ **Ensuring repair decisions are cost-effective and transparent**, balancing safe repair practices with insurer policies and customer needs.
- ✓ **Supporting workflow management**, helping coordinate parts ordering, job progression, and repair sequencing with workshop teams.
- ✓ **Maintaining continuous professional development (CPD)** by staying informed on emerging vehicle technologies, ADAS systems, repair materials, and evolving insurance processes.