



Job Ref. No. JLIL024

Position: Business Systems Analyst

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for **Business Systems Analyst, Digital Lab Department**. The position holder will report to the **Head of Digital & Innovation** and will be based at Head Office in Nairobi.

Role Purpose

The role holder will be responsible for engaging user departments to understand the business needs from a technology point of view and document such requirements in a business requirements document/business specifications document. The primary goal of the role holder is to act as the channel through which business users communicate to system developers by translating functional requirements into technical requirements. Additionally, increasing customer satisfaction by creating excellence in the digital experience a customer has with Jubilee through delivery of quality solutions will be a key measure of success. The role holder will also support the implementation of Jubilee's Digital Transformation Strategy, including but not limited to digital product development strategy, digital marketing strategy as well as champion the continuous improvement of its overall digital business operations. Consequently, he/she will play a key role in shaping the company's digital and innovation direction to enable the capture and creation of value in a digital economy.

Main Responsibilities

1. Translate Jubilee's Digital Transformation, Innovation and E-Retail strategy into actionable functional & technical specifications, clarify desired outcomes, elicit conclusive business requirements and co-ordinate digital projects implementation through testing.
2. Collate, analyze, and action feedback from internal and external customers, derive insights from data and design specific solutions, processes and procedures that address customer needs and optimize digital customer experience.
3. Align front office and back-office processes to ensure a seamless and memorable experience for Jubilee's digital customers and re-imagine the integration of people, processes, and technology to drive organizational change and ensure the delivery of digital customer experience excellence.
4. Work proactively with key stakeholders to deliver excellence in all digital customer interactions and apply an agile change methodology to quickly and effectively drive improved customer outcomes.
5. Support the development and proposal of overall digital product strategies, innovation, presentation of marketplace outcome projections, and advise on potential business applications of disruptive digital technologies to create value.

Key Competencies

1. Visionary Leadership
2. Entrepreneurial Spirit
3. Market Awareness
4. Customer Focus
5. Continuous Innovation
6. Ownership & Commitment
7. Team Spirit
8. Thorough understanding of how to interpret customer needs and translate them into application and operational requirements.

Qualifications

1. Bachelor's Degree in Business, IT or any other related field.
2. Qualification in Project Management (preferably PMP or Prince 2)
3. Qualification in Business Analysis (preferably IIBA)
4. Proficient in the use of Microsoft office suite/packages and project management tools & methodologies.

Relevant Experience

1. Minimum of four years relevant experience.
2. Experience in process design and optimization.
3. Experience in the Insurance Industry will be an added advantage

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 6th December 2021. Only shortlisted candidates will be contacted