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**Job Ref. No.**                      **JLIL170**

**Position:**                      **Pension Administrator**

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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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for **Pension Administrator** within **Jubilee Life Insurance Limited**. The position holder will report to the **Senior Manager - Operations** and will be based at Head Office in Nairobi.

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### **Role Purpose**

Assist in conserving existing business while providing superior pension administration service to retirement benefits business clients in full compliance with the laid down procedures and guidelines as set out in the operations manuals and retirement benefits regulations, while fostering business growth and delivering exceptional customer service. The position requires attention to details, data management skills, thorough understanding of pension laws and regulations and excellent customer service.

### **Main Responsibilities**

#### **Operational**

1. Manage the administration of retirement benefits plans for corporate clients.
2. Business Growth: Conserving existing business and offering alternative pension products to existing clients e.g. annuity, cross sell and following up/providing leads for new business.
3. Ensure accurate record-keeping of member data, contributions, and benefit calculations.
4. Process retirement transactions, including enrollments, withdrawals, and beneficiary updates. The role holder will be processing & ensuring timely settlement of payments, issuance of member's statements, preparing accounts and other benefits within the set service standards.
5. Ensure accurate and up-to-date participant records for retirement benefits clients and handle all necessary documentation in full compliance with data protection laws.
6. Provide exceptional and superior customer service to retirement benefits business clients by conducting regular visits and attending to their specific needs promptly.
7. Ensure full compliance with existing legislation and guidelines for all retirement benefits schemes
8. Assist clients with plan updates, changes, and participant communications.
9. Educate clients on plan features, compliance requirements, and industry best practices.
10. Identify opportunities for process improvements to enhance operational efficiency.
11. Streamline administrative processes to minimize errors and maximize productivity.
12. Work with internal teams to implement system enhancements and automation.
13. Statistical Analysis & Returns: Preparing summary/ statistical reports of the Retirement Benefits schemes. Also preparing returns in respect of the Retirement Benefits schemes as assigned for submission within the timelines provided. Monitor key performance indicators and implement measures to achieve targets.
14. Prepare relevant reports and provide timely and accurate information to clients.
15. Collaborate with internal stakeholders to meet reporting obligations.

## **Corporate Governance**

1. Adhere to regulatory requirements and internal policies, ensuring compliance in all aspects of insurance servicing.
2. Implement and uphold robust data protection and privacy practices, safeguarding customer information and ensuring confidentiality.
3. Participate in audits and internal control assessments, addressing any identified gaps or issues promptly.
4. Compliance: Stay updated with insurance regulations and underwriting best practices to ensure compliance with industry standards
5. Adherence to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.
6. Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

## **Culture**

1. Fostering a corporate culture that promotes ethical practices and good corporate citizenship while maintaining a conducive work environment.
2. Collaborate with cross-functional teams to develop initiatives that promote a positive and inclusive company culture.
3. Individualized Development Planning: Create personalized development plans that align with your career aspirations and the organization's objectives.

## **Key Competencies**

1. Visionary Entrepreneurial Spirit
2. Market Awareness
3. Customer Focus
4. Continuous Innovation
5. Ownership & Commitment
6. Team Spirit
7. Excellent organizational and time management skills
8. In depth knowledge of retirement benefits legislation and management
9. Excellent communication and interpersonal & presentation skills

## **Qualifications**

1. B.Sc. (Math/Stat/Actuarial), bachelor's degree in a business or related field.
2. IT proficient (especially excellent command in MS Word, Excel, PowerPoint and Outlook)
3. Diploma in Insurance will be an added advantage

## **Relevant Experience**

1. At least 2-3 years' experience in a similar role
2. Knowledge of legislation governing Retirement Benefits and Insurance in Kenya will be an added advantage.

**If you are qualified and seeking an exciting new challenge,  
Please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and  
Position by 17<sup>th</sup> December 2023.  
Only shortlisted candidates will be contacted.**