



Job Ref. No: JLIL191

Position: Relationship Manager – Unit Linked

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 a **Relationship Manager – Unit Linked**, within **Jubilee Life Insurance Limited**. The position holder will report to the **Manager – Unit Linked & Alternative Channels** and will be based at our Office in Mombasa.

Role Purpose

The role holder is responsible for driving business growth i.e., within the Unit Linked products, identifying new opportunities, and fostering client relationships. This role focuses on expanding the organization's market presence, increasing revenue, and achieving business development targets in full compliance with the laid down procedures and guidelines as set out in the operations manuals. The role holder also plays a crucial role in managing relationships with Intermediaries (Bank partners, Brokers and Agents).

Main Responsibilities

Strategy

1. Implement the strategic business development plan to expand the organization's market presence within the unit linked products sector.
2. Identify and evaluate new business opportunities, including potential partnerships, mergers, or acquisitions to enhance the organization's capabilities and market positioning.
3. Conduct market analysis and stay updated on industry trends, competitor activities, and regulatory changes to identify strategic opportunities and potential risks.
4. Monitor industry developments, regulatory changes, and emerging trends affecting retail pensions.
5. Provide insights and recommendations to senior management on product development, pricing strategies, and market positioning.

Operational

1. Marketing & Branding:
 - Prepare and disseminate materials essential to facilitate onboarding of clients.
 - Implement training of bank employees.
 - Promote the Jubilee Life brand to ensure it is top of mind to intermediaries.
2. Client Acquisition and Relationship Management:
 - Identify and engage potential unit linked product clients.
 - Build and maintain strong relationships with key clients, understanding their needs and providing tailored solutions.
 - Conduct client presentations, negotiations, and proposal development to secure new business opportunities.
 - Collaborate with internal stakeholders to ensure seamless onboarding of new clients and effective handover to the account management team.
3. Business Growth and Revenue Generation:
 - Develop and implement strategies to achieve business development targets and revenue growth.
 - Identify cross-selling and upselling opportunities within existing client portfolios.
 - Collaborate with product development teams to identify and develop new offerings that align with client needs.
 - Monitor sales performance, track progress against targets, and provide regular reports to management.
4. Relationship Management with Intermediaries and Partners:
 - Develop and maintain relationships with intermediaries, brokers, and strategic partners.
 - Collaborate with intermediaries to identify joint business opportunities and develop mutually beneficial partnerships.
 - Provide training, support, and marketing materials to intermediaries to promote the organization's unit linked products and services.
5. Proposal Development and Contract Negotiation:
 - Prepare and present compelling proposals and business cases to potential clients.
 - Negotiate terms and conditions, pricing, and contractual agreements to secure new business.
 - Collaborate with legal and compliance teams to ensure contracts adhere to regulatory requirements and internal policies.

Corporate Governance

1. Adhere to regulatory requirements and internal policies, ensuring compliance in all aspects.
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.

Leadership & Culture

1. Fostering a corporate culture that promotes ethical practices and good retail 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
4. Key Competencies
 1. Customer Service: Ability to provide excellent service and resolve customer inquiries and complaints.
 2. Communication: Strong verbal and written communication skills to interact with customers and agents effectively.
 3. Problem-solving: Aptitude for identifying and resolving customer issues by providing suitable solutions.
 4. Active Listening: Ability to listen attentively to customers and understand their needs.
 5. Adaptability: Flexibility to handle various customer situations and adapt to changing priorities.

Qualifications

1. Bachelor's degree in Insurance, Finance, Business or any other related course.
2. Diploma in Insurance will be an added advantage.

Relevant Experience

1. Minimum 1-2 years' experience in a similar role.
2. Experience in effectively resolving customer inquiries and complaints.
3. Familiarity with insurance or financial products and services is advantageous.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 10th December 2023. Only shortlisted candidates will be contacted.