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**Job Ref. No: JHIL117**

**Position: Bancassurance Operations Officer**

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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 a **Bancassurance Operations Officer** within **Jubilee Health Insurance Limited**. The position holder will report to the **Head of Bancassurance & Digital Sales** and will be based at our Head Office in Nairobi.

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#### **Role Purpose**

Responsible for supporting the smooth functioning of bancassurance operations within a financial institution. This role focuses on ensuring efficient administrative and operational processes, managing relationships with insurance partners, and facilitating the delivery of bancassurance products and services to customers.

#### **Main Responsibilities**

##### **Operational**

1. Policy Administration: coordinate the bancassurance policy administrative tasks, including policy issuance, renewal invitation, endorsements, and reimbursement.
2. Customer Service: Provide support to customers regarding their bancassurance policies, addressing inquiries, resolving issues relating to the various customer touch points.
3. Process Improvement: Identify opportunities to streamline processes, enhance efficiency, and improve the overall effectiveness of bancassurance operations. Spearhead continuous process automation and innovation.

#### **Reporting and Analysis**

1. Generate accurate portfolio performance reports including claims experience regularly.
2. Prepare and share bancassurance distribution network production and Turn Around Time reports.
3. Analyze data to derive insights that inform bancassurance decision-making and strategic planning.

#### **Relation Management**

1. External stakeholder management: Build and maintain positive relationships with bancassurance strategic partners to drive revenue growth.
2. Interdepartmental collaboration: Develop strong interdepartmental relationships to guarantee excellent customer experience.

#### **Corporate Governance**

1. Compliance: Ensure compliance with regulatory requirements, internal policies, and industry standards in all bancassurance operations. Ensure accuracy and compliance with regulatory requirements.
2. Data Protection: Adhere to the provisions of Data Protection Act of 2019 while handling customer data and policy information.

#### **Key Competencies**

1. Strong leadership and project management skills.
2. Excellent communication and interpersonal skills.
3. Deep understanding of health and wellness principles and practices.
4. Analytical and problem-solving abilities.
5. Ability to collaborate effectively with internal and external stakeholders.
6. Adaptability and flexibility to handle changing priorities and work in a fast-paced environment.

**Qualifications**

1. Knowledge of health insurance products and operations, particularly in the bancassurance distribution channel.
2. University Degree from an institution recognized by the Commission for Higher Education
3. AIIK Diploma, CII Diploma or any insurance related qualification is an added advantage.

**Relevant Experience**

At least 3 years' experience in the underwriting, analysis, or sales of health insurance products preferably within an insurance intermediary or Insurance Company.

**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 20<sup>th</sup> May 2024.**

**Only shortlisted candidates will be contacted.**