



Job Ref. No: JHIL131

Position: Human Resource Officer

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 Human Resource Officer within **Jubilee Health Insurance Limited**. The position holder will report to the **Human Resource Business Partner** and will be based at our Head Office in Nairobi.

Role Purpose

The Human Resources Officer is responsible for assisting in the day-to-day operations of the HR department, including recruitment, employee relations, performance management, compliance, and other HR functions. The role involves ensuring the effective implementation of HR policies and procedures, maintaining employee records, and providing support to employees and management.

Main Responsibilities

1. Recruitment and Selection:
 - I. Coordinate and manage the recruitment process, including job postings, resume screening, interview scheduling, and candidate communications.
 - II. Conduct initial interviews and participate in the selection process.
 - III. Prepare and send offer letters, employment contracts, and new hire documentation.
 - IV. Conduct new employee orientations and onboarding processes.
2. Employee Relations:
 - I. Act as a point of contact for employee queries and issues, providing advice and support as needed.
 - II. Mediate and resolve employee conflicts and grievances in a fair and timely manner.
 - III. Promote a positive and inclusive workplace culture.
3. Performance Management:
 - I. Assist in the implementation and administration of performance appraisal systems.
 - II. Support managers in conducting performance reviews and setting development goals for employees.
 - III. Track and document employee performance and provide feedback.
4. Compliance and Record Keeping:
 - I. Ensure compliance with labor laws and regulations.
 - II. Maintain accurate and up-to-date employee records and HR databases.
 - III. Prepare reports on HR metrics and activities for management review.
5. Training and Development:
 - I. Identify training needs and assist in organizing training and development programs.
 - II. Support the implementation of employee development plans.

- III. Evaluate the effectiveness of training programs and suggest improvements.
- 6. HR Policies and Procedures:
 - I. Assist in the development and implementation of HR policies and procedures.
 - II. Communicate and explain HR policies to employees and ensure adherence.
 - III. Participate in policy reviews and updates.
- 7. Benefits Administration:
 - I. Assist in the administration of employee benefits programs, including health insurance, retirement plans, and leave policies.
 - II. Address employee inquiries regarding benefits and assist with enrollment and claims processes.

Key Skills and Competencies

- 1. Strong understanding of HR principles and practices.
- 2. Excellent communication and interpersonal skills.
- 3. Ability to handle confidential information with discretion.
- 4. Strong organizational and time management skills.
- 5. Proficiency in HR software and Microsoft Office Suite.
- 6. Knowledge of labor laws and regulations.

Personal Attributes:

- 1. High level of integrity and professionalism.
- 2. Ability to work independently and as part of a team.
- 3. Strong problem-solving skills and attention to detail.
- 4. Ability to adapt to changing priorities and handle multiple tasks simultaneously.

Qualifications

Bachelor's degree in human resources, Business Administration, or a related field.

Relevant Experience

Minimum two to three years' experience in a similar role. Experience in recruitment, employee relations, and HR administration is a must.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 16th October 2024

Only shortlisted candidates will be contacted.