



**Job Ref. No. JAML033**

**Position: Quality Assurance Officer**

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Jubilee Asset Management Limited (JAML) is a premier asset manager that offers differentiated investment products and solutions across core assets, alternative assets and across all market cycles. Our clients include institutions, high net worth individuals (HNWI) and retail clients. Our differentiated investments products and solutions include Insurance Fund Management, Segregated Portfolio Management, Unit Trusts, Alternative Investments, Offshore Investments and Structured Investment Products. For more information, visit <https://jubileeinsurance.com/ke/asset-management/>.

We currently have an exciting career opportunity for **Quality Assurance Officer** within **Jubilee Asset Management Limited**. The position holder will report to the **Manager – Fund Services** and will be based at the Head Office in Nairobi.

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### **Role Purpose**

The Quality Assurance Officer within the Fund Services department is responsible for maintaining and improving the quality and efficiency of both customer experience and fund administration services. This role involves developing and implementing quality standards, conducting audits, analysing service performance, and ensuring compliance with regulatory requirements. The position holder will work closely with both the Customer Experience and Fund Administration teams to identify areas for improvement, provide actionable insights, and ensure that the organization's services meet the highest standards of excellence.

### **Operational**

- Design, implement, and continuously improve a comprehensive quality assurance (QA) framework for both customer experience and fund administration services.
- Establish and maintain quality standards, ensuring alignment with industry best practices and regulatory requirements.
- Develop QA processes that monitor service delivery, accuracy, efficiency, and regulatory compliance across all touchpoints.
- Conduct regular audits of customer service interactions, fund transaction processing, and other operational processes to ensure compliance with the company's quality standards.
- Perform detailed assessments of fund administration activities, including transaction accuracy, reporting standards, and adherence to timelines.
- Monitor interactions across customer-facing channels (e.g., phone, email, digital platforms) to evaluate the consistency of service delivery and identify training needs.
- Analyze data related to customer satisfaction, fund performance, transaction errors, and service delays to identify trends and areas for improvement.

- Prepare detailed quality assurance reports that highlight performance against key metrics, areas of risk, and opportunities for optimization.
- Present findings and recommendations to senior management, collaborating with relevant departments to implement corrective actions.
- Work closely with the Customer Experience and Fund Administration teams to identify inefficiencies, process bottlenecks, and areas for improvement.
- Recommend and implement process enhancements that drive greater accuracy, faster response times, and improved client satisfaction.
- Introduce new tools and technologies to streamline QA activities, including the automation of audits and real-time performance monitoring.
- Analyze customer complaints and feedback related to fund services to determine root causes and recommend strategies for resolution and prevention.
- Ensure that complaint handling processes are followed rigorously and that lessons learned are integrated into service improvements.
- Work with cross-functional teams to enhance customer retention by addressing systemic issues identified through feedback and complaints.
- Ensure that all fund services, including customer interactions and fund administration processes, comply with local and international regulatory standards.
- Collaborate with the Risk and Compliance team to stay updated on regulatory changes and ensure that QA processes are adjusted to maintain compliance.
- Support regulatory audits and prepare relevant documentation required for compliance checks.
- Develop training programs and workshops focused on quality assurance principles and practices, ensuring that staff are knowledgeable about QA standards and procedures.
- Conduct training sessions for customer service representatives and fund administration teams to reinforce the importance of accuracy, compliance, and exceptional service delivery.
- Regularly update training materials and refresh staff skills in response to identified areas of underperformance or changes in regulatory requirements.
- Establish, monitor, and report on KPIs related to the quality of customer experience and fund administration services (e.g., error rates, complaint resolution times, customer satisfaction scores, and regulatory compliance metrics).
- Track and measure the effectiveness of quality assurance initiatives, ensuring that improvements are measurable and sustainable.
- Regularly review and update KPIs to reflect changing business priorities and market conditions.
- Work collaboratively with internal teams, including Operations, IT, Risk & Compliance, Marketing, and Business Development, to ensure a cohesive approach to service quality.
- Support cross-functional projects aimed at enhancing customer experience and improving fund administration processes.

## **Corporate Governance**

- Adhere to regulatory requirements and internal policies, ensuring compliance in all aspects of Asset Management.
- Implement and uphold robust data protection and privacy practices, safeguarding customer information and ensuring confidentiality.
- Participate in audits and internal control assessments, addressing any identified gaps or issues promptly.

- Compliance: Stay updated with regulations and best practices to ensure compliance with industry standards
- Adherence to the laws and regulations of Kenya, the policies and regulations within the financial services industry and all internal company policies and procedures.
- Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

### **Leadership & Culture**

- Building the team capabilities and ensuring adequate succession planning within the department
- Fostering a corporate culture that promotes ethical practices and good corporate citizenship while maintaining a conducive work environment.
- Collaborate with cross-functional teams to develop initiatives that promote a positive and inclusive company culture.
- Individualized Development Planning: Create personalized development plans that align with your career aspirations and the organization's objectives.
- Conduct regular performance evaluations, set goals, and provide constructive feedback to team members.
- Identify training and development needs based on performance gaps and take appropriate action.

### **Key Competencies**

- **Analytical skills:** Ability to analyze financial data and produce actionable reports.
- **Attention to detail:** Meticulous in monitoring fund transactions, expenses, and reporting.
- **Regulatory knowledge:** Well-versed in local and international regulatory requirements for fund administration.
- **Interpersonal skills:** Strong ability to collaborate with internal and external stakeholders.
- **Problem-solving:** Proactive approach to identifying operational issues and implementing solutions.
- **Technological acumen:** Familiarity with fund administration software and a willingness to drive system improvements.

### **Qualifications**

- Bachelor's Degree in Finance, Accounting, Economics, or a related field.
- Professional certifications in, ACCA, CFA, or equivalent (preferred).

### **Relevant Experience**

- 5-7 years of experience in fund administration, asset management, or financial services.
- Experience in handling investment withdrawals, trade settlements, and reconciliations.
- Proven track record of compliance with regulatory and industry standards.
- Experience in managing operational risk and implementing internal controls.
- Familiarity with fund accounting systems and reporting tools.

**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 8<sup>th</sup> October 2024.**

**Only shortlisted candidates will be contacted.**