



Job Ref. No. **JLIL 278**

Position: **SENIOR BUSINESS ANALYST**

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 1.9 million 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 **Senior Business Analyst** within **Jubilee Holdings Limited**. The position holder will report to the **Head of Projects & Business Process Management** and will be based at our Head Office in Nairobi.

Role Purpose

The role-holder will act as a key liaison between business users and technical teams, translating business needs into actionable technical requirements and responsible for managing the requirements of the lifecycle. He/She will ensure solutions meet defined standards through thorough testing and validation. Success will be measured by customer satisfaction and the delivery of high-quality, impactful solutions that enhance overall user experience and support organizational goals.

Main Responsibilities

Strategy

1. Conducting extensive business analysis by engaging business users and other relevant stakeholders to understand the business needs from a technical solution point of view, document such requirements in a comprehensive business requirements document (what and why?) and translate to a detailed functional specifications document (how?).
2. Facilitating comprehensive solutions testing by developing comprehensive test cases with defined success criteria as per the requirements, formulating a traceability matrix for requirements, guiding users in the testing process and obtaining test results to inform decisions in project execution.
3. Collate, analyze, and action feedback from internal and external customers, derive insights from data and design specific solutions that address customer needs and optimize digital customer experience considering optimal customer journeys.
4. Conducting benchmarking in the market to align solution proposals innovatively with best practices, to ensure adherence to regulatory requirements in business operations and information handling for total compliance.
5. Work proactively with key stakeholders to deliver excellence in all digital customer interactions and apply an agile change methodology to quickly and effectively drive improved customer outcomes.

Operational

1. Elicit requirements through interviews, document analysis, requirements workshops, surveys, business process descriptions, use cases, scenarios, business analysis, task, and workflow analysis.
2. Critically evaluate information gathered from multiple sources, consolidate and translate into actionable format by the relevant stakeholders in the solution delivery team.
3. Review, understand and evaluate processes and systems impacting/ supporting the business units. Identifying ways to improve processes and systems in line with changing work practices & emerging technologies.
4. Design, analyze and document workflow and make appropriate recommendations that will positively impact operational effectiveness in collaboration with other stakeholders.
5. Conduct root cause analysis on emerging issues from customer complaints, risk and audit issues to determine the appropriate solutions to address the gaps.

6. Assist with benchmarking activities with other companies and organizations within and outside the industry. Assist management in interpreting and comparing benchmarking data to Jubilee's digital operations.
7. Collaborate with relevant stakeholders to design and implement optimal Customer Journey's across the various customer touchpoints.
8. Conduct technical quality assurance on developed solutions before engaging users for User Acceptance Testing to ensure there are no obvious flaws in the solutions.

Corporate Governance

1. Ensure that any new solutions comply with various industry standards including Information Security & Data Protection.
2. Ensure adherence to the requirements management guidelines for assurance on quality of outputs.
3. Ensure effective communication by seeking feedback from clients/ stakeholders and continuously seek ways of improving quality and customer service standards for end user satisfaction.

Leadership & Culture

1. Work with key stakeholders to ensure products taken to market meet sponsor and end-consumer requirements through rigorous testing on the following: user acceptance testing, system integration testing, Unit testing, Operational readiness testing etc.
2. Work closely with Business teams (as well as internal and external project partners where appropriate) to devise, develop and deliver appropriate technologies to optimize business operations.
3. Encourage knowledge transfer and lessons learnt activities within the project team and key stakeholders from the requirements management cycle.

Key Competencies

- Demonstrated capability for problem solving, decision making and sound judgment.
- Excellent oral and written communication skills as well as excellent presentation skills
- Strong relationship building, team building and interpersonal skills for effective stakeholder management.
- Prioritizes effectively, maintains a clear focus, and sees action through to delivery.
- Builds trust and demonstrates integrity in all circumstances.
- Innovative in application of best practices as an excellent champion.
- Systems & design thinking – understanding the "big picture".
- Awareness of the latest technological trends.

Qualifications

- Graduate degree in Business or IT related field.
- Professional qualification in Business Analysis (IIBA or equivalent)
- Professional qualification in Project Management (PMP or PRINCE2) or Process Analysis (Lean six sigma, ABPMP etc) is an added advantage

Relevant Experience

- At least 5 years' experience in Business Analysis in complex projects.
- Knowledge of the insurance industry is an added advantage
- A thorough understanding of how to interpret customer needs and translate them into business and functional requirements for complex projects.
- Proficient in the use of Microsoft office suite and testing tools.

**If you are qualified and seeking an exciting new challenge,
Please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 27th December 2024.
Only shortlisted candidates will be contacted.**