



Job Ref. No: JLIL 281

Position: Officer - Training

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 an **Officer - Training** within **Jubilee Life Insurance Limited**. The position holder will report to the **Head of Agency Training** and will be based in Kisumu.

Role Purpose

The role holder will be responsible for designing, developing, and delivering effective training programs and initiatives for the agency force. The role holder will also play a crucial role in equipping agents with the necessary knowledge, skills, and tools to succeed in their roles, drive sales performance, and uphold high professional standards.

Main Responsibilities

1. Operational

- Deliver training courses and programs to the Life Company Sales Force.
- Formulate input to training needs analysis and organize training based on it.
- Develop, review and maintain a training curriculum, content materials, manuals, aids and tools relating to the Life Assurance Training.
- Conduct regular training impact assessment.
- Prepare relevant and timely reports for specific target groups through their respective Managers.
- Ensure the effective scheduling of all training activities and execute all training as per the training calendar.
- Build adequate control mechanisms to ensure optimum number of people covered under each training session.
- Respond to product queries from agents, develop testing and procedures.
- Coordinate COP/ECOP registrations and other educational needs of the agents with the College of Insurance and ensure all payments are made on time.
- Coordinate, train and register all agents in the Life Agency Portal/track the number of agents registered in the portal every new month.
- Track and analyze market training trends by staying current with latest developments in the industry and competitor activities.
- Facilitate and coordinate the recruitment and training of new agents and managers, in liaison with the leadership of agency, bancassurance and alternative channels.
- Identify and assist in the opening up of markets.
- Give presentations on Personal Financial Management to groups as part of market activations.

2. Corporate Governance

- Compliance. Stay updated with insurance regulations and underwriting best practices to ensure compliance with industry standards.

- Adherence to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.
- Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

3. Culture

- 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.

Key Competencies

- Training and Facilitation. Ability to design and deliver effective training programs, utilizing a variety of training methodologies and techniques to engage participants and facilitate learning.
- Communication and Presentation. Excellent verbal and written communication skills to effectively convey training content, explain complex concepts, and engage learners.
- Relationship Building. Strong interpersonal skills to build rapport and credibility with agents, fostering a positive and supportive learning environment.
- Analytical Thinking. Ability to assess training needs, analyse performance gaps, and develop targeted interventions to address specific skill requirements.
- Problem-Solving. Aptitude for identifying challenges, analysing root causes, and proposing solutions to enhance training effectiveness and agent performance.

Academic Background & Relevant Qualifications

- Bachelor's degree in Insurance, Finance, Business or any other related course
- Certified Trainer Qualification
- ECOP Qualification
- Diploma in Insurance qualification will be an added advantage
- LOMA/CII/IIK Qualification will be an added advantage
- Minimum 2-3 years' experience in a similar role

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 January 2025. Only shortlisted candidates will be contacted.