



Job Ref. No: JLIL 285

Position: 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 a **Business Analyst** within **Jubilee Life Insurance Limited**. The position holder will report to the **Senior Projects & Strategy Manager** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will work with stakeholders across all functions within Jubilee Life to analyze, optimize, and enhance business processes. This role is central to driving digital transformation, streamlining operations, and aligning processes with the company's strategic objectives to deliver operational excellence and superior customer experiences.

Main Responsibilities

Strategy

- Digital Transformation. Develop and execute a digitalization roadmap with clearly defined phases, milestones, and resource requirements.
- Change Leadership. Drive change management initiatives to facilitate seamless adoption of automation processes and tools.
- Performance Metrics. Design and monitor KPIs to measure the success of process improvements and automation projects.
- Technology Integration. Work with IT to identify and implement scalable technology solutions that align with strategic goals.

Operational

- Process Documentation. Analyze and document existing business processes to identify inefficiencies and opportunities for improvement.
- Requirements Analysis. Elicit, validate, and document business and technical requirements to address operational challenges.
- System Optimization. Ensure integration and seamless interoperability between life insurance core systems and external applications.
- Automation Design. Develop strategies for automating repetitive tasks and optimizing workflows to enhance efficiency.
- Stakeholder Collaboration. Conduct workshops and meetings to align on requirements and validate process improvements.
- Business Case Development. Prepare detailed business cases outlining cost-benefit analyses, resource needs, and expected outcomes.
- Project Support. Participate in project planning, execution, and monitoring to ensure alignment with business goals.
- Cost Analysis. Conduct cost-benefit analyses for proposed solutions to ensure sustainable financial benefits.

- Operational Streamlining. Enhance processes related to product distribution and service delivery for improved customer experience.

Jubilee Life Brand

- Ensuring effective public relations and enhancing the company's corporate image with all stakeholders and partners.

Corporate Governance

- Ensure compliance with industry regulations and internal policies.
- Stay informed on insurance-related laws and standards, implementing best practices to minimize risk.
- Contribute to risk management strategies and internal control frameworks to safeguard operational and financial integrity.
- Support audits and reviews by providing accurate process and system documentation.

Culture

- Foster a corporate culture that promotes ethical practices and good corporate citizenship.
- Collaborate with cross-functional teams to develop initiatives that promote a positive and inclusive company culture.
- Create personalized development plans that align with career aspirations and the organization's objectives.
- Provide transformational leadership to meet and surpass stakeholder expectations.

Key Competencies

- Industry Knowledge. Good knowledge and understanding of the life insurance industry, including products, actuarial principles, underwriting processes, risk management, and regulatory compliance.
- Interpersonal and Negotiation Skills. Excellent interpersonal, negotiation, and conflict management skills.
- Communication Skills. Strong communication and stakeholder management skills.
- Problem-Solving Skills. Good risk management and assessment skills.
- Innovation and Business Acumen. Highly innovative, performance, and results-driven with good business acumen.

Academic Background & Relevant Qualifications

- Bachelor's degree in Insurance, Finance, Business, IT or any other related course
- Diploma in Insurance
- LOMA/CII
- Certified Business Analysis Professional (CBAP) or other relevant certifications.
- Minimum of 3 years of experience within the Life Insurance business.
- Experience in operating in complex business environments and/or regulated sectors.
- Demonstrated 'best in class' knowledge of technology, change, process improvement, and operational management in relevant businesses.
- Experience with process automation and digitalization projects is a plus.

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.