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**Job Ref. No: JHIL145**

**Position: Head of Agency & Branch Network**

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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. 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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for a **Head of Agency & Branch Network** within **Jubilee Health Insurance Limited**. The position holder will report to the **General Manager, Retail & SME Sales** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

Responsible for overseeing and managing the agency and branch network. This role focuses on developing and executing strategies to expand the network, drive business growth, ensure operational efficiency, and maintain strong relationships with agency partners and branch managers.

### **Key Responsibilities**

#### **1.Strategy**

- I. **Network Expansion Strategy:** Develop and implement a strategic plan to expand the agency and branch network, identifying potential locations, target markets, and growth opportunities.
- II. **Business Development:** Identify and pursue business development initiatives to increase market share, attract new agency partners, and drive revenue growth through the agency and branch network.
- III. **Channel Development:** Identify and capitalize on opportunities to expand the agency and branch network. Oversee the recruitment, training, and development of agents and branch managers.

#### **2.Operational**

- I. **Network Management:** Oversee the day-to-day operations of the agency and branch network, ensuring compliance with operational guidelines, policies, and regulatory requirements specific to the insurance industry.
- II. **Performance Monitoring:** Monitor the performance of agency partners and branch managers, review key performance indicators (KPIs), and provide guidance and support to improve productivity and achieve targets.
- III. **Marketing and Promotions:** Collaborate with the marketing team to develop and execute marketing and promotional campaigns to drive sales through the agency and branch network.

### **3. Corporate governance**

- I. **Compliance:** Ensure compliance with insurance regulations, internal policies, and ethical standards across the agency and branch network. Implement governance frameworks and monitor adherence to risk management and compliance procedures.
- II. **Operational Efficiency:** Implement processes and systems to improve operational efficiency, streamline workflows, and enhance customer service within the agency and branch network.

### **4. Leadership & Culture**

- I. **Team Leadership:** Provide leadership and guidance to agency partners, branch managers, and the network team, fostering a culture of collaboration, innovation, and high performance.
- II. **Relationship Management:** Build and maintain strong relationships with agency partners, branch managers, and other key stakeholders to promote a positive and productive working environment.

**Laws, Regulations Company Policies:** Stay informed about and strictly adhering to all external laws, including Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) laws, Data Protection laws, and any other relevant regulations applicable to your industry; Understand, implement, and enforce internal company policies, processes, and procedures; Ensure that operational compliance programs are in place within your department. Develop and implement processes and controls that promote compliance with external laws, regulations, and internal policies; Foster a robust ethical culture within the organization, Lead by example, demonstrating and promoting ethical behavior, integrity, and compliance with laws and regulations. Encourage open communication and reporting of any potential compliance concerns or violations.

### **Key Skills and Competencies**

1. Risk Assessment and Mitigation
2. **Team Leadership and Development:** Lead and develop a high-performing team.
3. **Reporting and Communication:** Prepare and deliver comprehensive reports, presentations, and updates to senior management and key stakeholders on the progress, outcomes, and impact of the Business
4. **Network Growth:** Expand the agency and branch network by attracting new partners, opening new branches, and increasing market penetration.
5. **Business Performance:** Achieve revenue targets, profitability goals, and other performance objectives for the agency and branch network.

### **Academic Qualifications**

1. Bachelor's degree in business administration, Finance, or a related field. Master's degree is a plus.
2. Professional Insurance Qualification

### **Relevant Experience**

Minimum of 8 years of experience in sales and distribution within the insurance industry, with at least 4 years in a management role overseeing agency and branch networks.

**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 24<sup>th</sup> January 2025**

**Only shortlisted candidates will be contacted.**