



Job Ref. No: JAML042

Position: Branch Manager

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.

We currently have an exciting career opportunity for a **Branch Manager** within **Jubilee Asset Management Limited**. The position holder will report to the **Business Development Manager-Retail Distribution** and will be based at our Mombasa Branch.

Role Purpose

As the Branch Manager, you will oversee the branch's daily operations, ensuring smooth and efficient service delivery while driving business growth. You will spearhead the implementation of strategic plans, monitor financial performance, and ensure adherence to company policies and industry regulations. Additionally, the role involves managing a dynamic team, fostering a high-performance culture, building strong client relationships, and collaborating with stakeholders to achieve the organization's objectives. The position also entails evaluating market trends, identifying business opportunities, and upholding corporate governance standards to safeguard the company's reputation.

Key Responsibilities

1. Strategy

- Develop and implement strategic initiatives aligned with the company's goals and objectives.
- Grow the branch's Assets Under Management (AUM) year-on-year.
- Identify and pursue new business opportunities to drive branch growth.
- Analyse market trends and competitive activity to provide insights and recommendations to management.

2. Operational

- Formulate and implement branch business plans, forecasts, pipelines, and budgets, ensuring their control and periodic reviews.
- Oversee daily operations, ensuring efficient and effective service delivery.
- Monitor financial performance, including budgets, revenue targets, and cost management.
- Maintain and submit the Branch Manager Sales Activity Report regularly, as per the agreed SLAs.

3. Corporate governance

- Ensure compliance with internal policies, industry standards, and regulatory requirements.
- Prepare and present reports on the branch's performance to senior management.
- Implement risk management strategies to protect the company's assets and reputation.

4. Leadership & Culture

- Lead and motivate a team of professionals to achieve business objectives.
- Foster a culture of excellence, collaboration, and accountability within the branch.
- Provide coaching and mentorship to team members, enabling professional growth and development.

5. Laws, Regulations Company Policies: Stay informed about and ensure strict adherence to all external laws and regulations, including Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) laws, Data Protection laws, and any other applicable industry-specific regulations. Understand, implement, and enforce internal company policies, processes, and procedures to maintain operational integrity. Ensure that robust operational compliance programs are in place within the branch. Develop and implement processes and controls that promote adherence to both external legal requirements and internal policies. Foster a strong ethical culture by leading by example and promoting ethical behaviour, integrity, and compliance at all times. Encourage open communication, transparency, and the reporting of any potential compliance concerns or violations, ensuring timely resolution and alignment with company standards.

Key Skills and Competencies

1. Strategic Thinking: Ability to align branch operations with organizational goals and identify growth opportunities.
2. Leadership: Capacity to inspire, mentor, and manage a high-performing team.
3. Financial Acumen: Proficiency in budgeting, financial analysis, and achieving revenue targets.
4. Regulatory Compliance: Knowledge of laws and regulations like AML, CFT, and Data Protection.
5. Operational Excellence: Skill in optimizing processes to enhance efficiency and service delivery.
6. Customer Relationship Management: Strong relationship-building and client service skills.
7. Corporate Governance: Ability to ensure transparency, accountability, and ethical operations.
8. Communication: Excellent verbal and written communication for engaging stakeholders.

9. Problem-Solving: Analytical thinking to address challenges and implement solutions.
10. Cultural Awareness: Commitment to fostering inclusivity and adapting to dynamic environments.

Academic Qualifications

- Bachelor's degree in business administration, Finance, or a related field. Master's degree is a plus.

Relevant Experience

At least 5–7 years of experience in financial services, asset management, or investment-related roles. with at least 4 years in a management 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 31st January 2025

Only shortlisted candidates will be contacted.