



Job Ref. No: JLIL 291

Position: Officer- Intermediary Management

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- Intermediary Management** within **Jubilee Life Insurance Limited**. The position holder will report to the **Manager- Intermediary Management** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will support the day-to-day operations of intermediary administration, including payroll, commissions, benefits, and addressing intermediary queries. The role holder will also assist in optimizing intermediary experiences through digital platforms, ensure compliance with regulatory requirements, and provide exceptional service to enhance intermediary satisfaction and performance.

Main Responsibilities

1. Strategy

- Contribute to the development of intermediary management strategies that align with organizational objectives.
- Support the implementation of innovative incentive programs to motivate intermediaries and promote business growth.
- Assist in gathering and analyzing data to monitor intermediary performance and identify improvement opportunities.
- Participate in risk mitigation efforts to ensure compliance with regulatory requirements and organizational policies.

2. Operational

- Payroll Management. Process intermediary payrolls for commissions, incentives, and benefits in a timely and accurate manner. Ensure compliance with internal policies and address any payroll-related discrepancies.
- Commission Administration. Administer commissions and incentives for Retail Life, Corporate Life, and Pensions. Address and resolve intermediary queries regarding commission payments promptly.
- Records Management. Maintain accurate and up-to-date records of commissions, payrolls, and benefits. Ensure timely delivery of commission statements and handle corrections within stipulated timelines.
- Customer Query Resolution. Address inquiries and resolve concerns from intermediaries efficiently. Maintain strong relationships with intermediaries and provide exceptional service.
- Support Digital and Optimization Initiatives. Assist in implementing digital solutions and process automation to improve intermediary experiences. Utilize portals for effective communication and service delivery.
- Performance Monitoring. Track and report on intermediary-related KPIs such as payroll accuracy, query resolution time, and satisfaction levels.
- Compliance and Risk Management. Ensure adherence to regulatory and organizational compliance standards. Mitigate risks associated with payroll processing and data management.
- Onboarding of independent intermediaries.

3. Corporate Governance

- Compliance. Stay updated on industry regulations, compliance requirements, and best practices.
- 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.
- Implement effective risk management strategies, including appropriate internal controls, to mitigate operational, financial, and regulatory risks.

4. 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

- Technical Skills. Proficiency in payroll and commission systems. Understanding of regulatory requirements in the insurance industry.
- Data analysis and reporting capabilities.
- Soft Skills. Strong communication and interpersonal skills. Problem-solving and decision-making abilities. Detail-oriented with strong organizational skills. Customer-centric approach to service delivery.
- Technology Proficiency. Familiarity with digital platforms for intermediary communication and administration. Basic knowledge of automation tools and processes.

Academic Background & Relevant Qualifications

- Bachelor's degree in Insurance, Finance, Business, or a related field.
- CPA-K, ACCA, Diploma in Insurance, LOMA, CII, IIK certification (preferred).
- Minimum of 2-4 years of experience in intermediary management or a related role within the insurance industry.
- Familiarity with commission and payroll processes.
- Knowledge of life insurance and pension products.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 23rd January 2025. Only shortlisted candidates will be contacted.