

**Job Ref. No: JHIL 154**

**Position: Manager – International Private Medical Insurance (IPMI)**

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

We currently have an exciting career opportunity for a **Manager – International Private Medical Insurance (IPMI)** within **Jubilee Health Insurance Limited**. The position holder will report to the **General Manager, Corporate Strategic Partnerships & IPMI** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

The job holder will be responsible for developing and executing strategies to grow the IPMI Business, retain existing clients, and acquire new business. They will manage key relationships and ensure the delivery of world-class health insurance solutions, with a strong focus on client retention, relationship management, and exceptional service delivery.

### **Main Responsibilities**

#### **Business Growth & Market Expansion**

- I. Develop and execute a strategic plan to grow the International Private Medical Insurance (IPMI) portfolio, focusing on both new business acquisition and retention of existing clients.
- II. Identify and explore new markets, distribution channels, and strategic partnerships to enhance market penetration.
- III. Analyze market trends, competitor activities, and customer needs to drive business development initiatives.
- IV. Monitor sales performance, track key KPIs, and drive accountability across the sales team to achieve business targets.
- V. Identify, negotiate, and manage partnerships with brokers, intermediaries, to strengthen the IPMI offering.
- VI. Expand and optimize distribution channels, including digital platforms, bancassurance, and corporate collaborations.

#### **Client Acquisition & Retention**

- I. Establish and implement effective client acquisition strategies, ensuring a steady pipeline of customers.
- II. Develop and oversee client retention programs to enhance policy renewals and minimize churn.
- III. Maintain strong relationships with existing corporate and individual clients by ensuring tailored solutions and excellent customer service.

#### **Stakeholder Engagement & Relationship Management**

- I. Build and maintain strong relationships with corporate clients, expatriates, high-net-worth individuals, and multinational organizations.
- II. Engage with internal stakeholders, including marketing, operations, and claims teams, to ensure seamless service delivery.
- III. Represent the organization in industry forums, conferences, and networking events to strengthen brand positioning.

#### **Regulatory Compliance & Risk Management**

- I. Ensure all business development activities align with regulatory requirements.
- II. Work with legal and compliance teams to mitigate risks and maintain adherence to industry best practices.

### **Leadership & Team Development**

- I. Lead, mentor, and develop a high-performing business development team to drive sales effectiveness and market success.
- II. Foster a culture of innovation, collaboration, and continuous improvement within the team.
- III. Provide training and development opportunities to enhance team capabilities in international medical insurance sales.

### **Key skills and Competencies**

- I. Proven ability to drive business growth, develop market entry strategies, and achieve sales targets in the IPMI sector.
- II. Deep understanding of international private medical insurance products, healthcare networks, insurance regulations, and market trends.
- III. Expertise in negotiating contracts, managing distribution channels, and fostering strategic alliances with brokers, agents, and corporate partners.
- IV. Ability to lead, coach, and motivate a high-performing sales and business development team while driving a culture of excellence and innovation.

### **Key Performance Indicators**

- I. Revenue Growth & New Business Acquisition
- II. Client Retention & Policy Renewal Rate
- III. Partnership & Distribution Channel Performance
- IV. Customer Satisfaction & Service Excellence
- V. Operational Efficiency & Sales Effectiveness

### **Academic and Professional Qualifications**

- I. Bachelor's degree in business administration, Marketing, Insurance, Finance, or a related field.
- II. A Master's degree (e.g., MBA) is an added advantage.
- III. Certification in Insurance (e.g., ACII, AIIK, FLMI, or equivalent).

### **Relevant Experience**

A minimum of seven (7) years of experience in business development, sales, or relationship management within the insurance industry, with a strong preference for candidates with proven expertise in International Private Medical Insurance (IPMI). A demonstrated track record of managing key accounts, building strategic partnerships, and driving revenue growth is essential.

**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 27<sup>th</sup> February 2025. Only shortlisted candidates will be contacted.**