



**Job Ref. No. JLIL 295**

**Position: Head of Enterprise Architecture**

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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, Asset Management 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 **Head of Enterprise Architecture** within **Jubilee Life Insurance Limited**. The position holder will report to the **Group Chief Information Officer** and will be based at the Head Office in Nairobi.

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**Job Purpose**

The **Head of Enterprise Architecture** is responsible for the strategic oversight, development, implementation, and continuous improvement of all enterprise-wide applications within the company. This includes core insurance systems, customer-facing platforms, enterprise resource planning (ERP), business intelligence (BI), and asset management applications. The role ensures that all enterprise applications align with business goals, drive digital transformation, and enhance operational efficiency while ensuring compliance with regulatory requirements.

**Key Responsibilities**

**1. Strategic Planning & Application Roadmap**

- Develop and execute the enterprise applications strategy, ensuring alignment with the company's overall IT and business strategy.
- Define the application architecture, ensuring seamless integration and interoperability across all systems.
- Drive enterprise-wide standardization of applications and technology platforms to reduce complexity and improve efficiency.
- Ensure that applications support business growth, regulatory compliance, and digital transformation initiatives.

## **2. Enterprise Application Management & Optimization**

- Oversee the implementation, maintenance, and optimization of enterprise applications, including:
  - Core insurance applications (policy administration, underwriting, claims, and reinsurance).
  - Customer Relationship Management (CRM) systems.
  - Enterprise Resource Planning (ERP) systems for finance, HR, and procurement.
  - Asset management applications and investment management platforms.
  - Data analytics, reporting, and business intelligence tools.
- Ensure seamless data flow between applications, leveraging APIs and middleware solutions.
- Optimize application performance, scalability, and cost-effectiveness to meet evolving business needs.
- Lead system upgrades, enhancements, and migration to cloud-based platforms where applicable.

## **3. Digital Transformation & Innovation**

- Lead the digitization of insurance and asset management processes through automation and AI-driven solutions.
- Oversee the deployment of digital customer engagement platforms, including self-service portals, mobile applications, and chatbots.
- Drive adoption of emerging technologies such as blockchain, AI, and machine learning to enhance business applications.
- Ensure enterprise applications support real-time data analytics and business intelligence for informed decision-making.

## **4. Vendor & Stakeholder Management**

- Manage relationships with software vendors, service providers, and technology partners.
- Negotiate contracts, licensing agreements, and service-level agreements (SLAs) to optimize value.
- Collaborate with internal stakeholders (business units, IT teams, finance, HR, actuarial, underwriting, claims) to ensure application functionality meets business needs.

## **5. Team Leadership & Development**

- Build and lead a team of enterprise application managers, analysts, developers, and system administrators.
- Provide mentorship, training, and career development opportunities to enhance team capabilities.
- Foster a culture of collaboration, continuous learning, and innovation.

## **6. Compliance, Security & Risk Management**

- Ensure enterprise applications comply with industry regulations, including insurance, financial, and data protection laws.
- Work closely with cybersecurity teams to enforce application security best practices, including identity management, encryption, and threat monitoring.
- Develop disaster recovery and business continuity plans for critical enterprise applications.

## Qualifications & Experience

- **Education:** Bachelor's degree in Computer Science, Information Technology, Business Information Systems, or a related field. A Master's degree (MBA, MSc) is a plus.
- **Professional Certifications:** ITIL, PMP, TOGAF, COBIT, or related certifications are advantageous.
- **Experience:**
  - 10+ years of experience in enterprise application management, with at least 5 years in a leadership role.
  - Strong experience in insurance technology, including policy administration systems, claims, underwriting, and asset management applications.
  - Experience with ERP, CRM, and business intelligence platforms.
  - Proven track record in leading enterprise application modernization and cloud migration projects.
  - Experience working in a multi-country, multi-business-line environment.

## Key Skills & Competencies

- Deep understanding of insurance processes across life, health, general, reinsurance, and asset management.
- Strong expertise in enterprise applications such as ERP, CRM, BI, and core insurance systems.
- Strategic thinking and ability to align IT applications with business goals.
- Excellent project management skills, with a proven ability to deliver large-scale IT projects.
- Strong leadership, stakeholder management, and change management skills.
- Knowledge of industry regulations and IT security best practices.
- Ability to drive innovation and stay ahead of industry technology trends.

## KPIs (Key Performance Indicators)

- Availability, performance, and reliability of enterprise applications.
- Successful delivery of enterprise application modernization and integration projects.
- User adoption and satisfaction with enterprise applications.
- Reduction in system downtime and operational inefficiencies.
- Compliance with IT security and regulatory requirements.

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