



Job Ref. No. JLIL296

Position: Head – Business Applications

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.

We currently have an exciting career opportunity for **Head – Business Applications** 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.

Job Purpose

The **Head of Business Applications** is responsible for overseeing the strategic planning, development, implementation, and continuous improvement of core business applications supporting all lines of business (Life, Health and Asset Management). This role ensures that the company’s application landscape aligns with business objectives, enhances operational efficiency, drives digital transformation, and supports innovation.

Key Responsibilities

1. Strategic Leadership & Planning

- Develop and execute the business applications strategy aligned with the company’s overall digital transformation and IT strategy.
- Collaborate with business units to understand their needs and translate them into technology solutions.
- Drive the adoption of modern application architectures, including cloud-based and microservices approaches.
- Ensure IT governance, compliance, and risk management are integrated into application strategies.

2. Application Management & Optimization

- Oversee the selection, implementation, and maintenance of core insurance applications, including policy administration, claims management, underwriting, CRM, and financial systems.
- Ensure seamless integration between insurance core systems and supporting applications, including asset management, ERPs, and regulatory reporting tools.

- Optimize business applications to improve performance, scalability, and cost-effectiveness.
- Lead system upgrades, enhancements, and modernization efforts, ensuring minimal disruption to business operations.

3. Digital Transformation & Innovation

- Drive the automation of business processes to improve efficiency and customer experience.
- Lead the implementation of digital platforms such as self-service portals, mobile applications, chatbots, and AI-driven analytics tools.
- Evaluate and adopt emerging technologies (AI, blockchain, IoT) that enhance insurance operations.
- Promote data-driven decision-making by ensuring applications support advanced analytics and business intelligence tools.

4. Vendor & Stakeholder Management

- Manage relationships with software vendors, service providers, and implementation partners.
- Negotiate contracts, SLAs, and service agreements to ensure optimal value.
- Work closely with internal stakeholders (business heads, actuaries, finance, underwriting, claims, distribution teams) to align application functionality with business needs.

5. Team Leadership & Development

- Build and lead a high-performing business applications team, including analysts, developers, and system administrators.
- Foster a culture of innovation, collaboration, and continuous learning within the team.
- Provide mentorship, training, and career development opportunities for team members.

6. Compliance, Security & Risk Management

- Ensure business applications comply with industry regulations, including insurance, financial, and data protection laws.
- Work with cybersecurity teams to enforce application security best practices, including access control, encryption, and incident response planning.
- Establish disaster recovery and business continuity plans for critical 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 IT applications 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 cloud-based solutions, enterprise architecture, and integration strategies.

- Proven track record in leading digital transformation initiatives in the insurance sector.

Key Skills & Competencies

- Strong knowledge of insurance processes across life, health, general, reinsurance, and asset management.
- Expertise in business applications such as core insurance systems, CRMs, ERPs, and BI tools.
- Strategic thinking and ability to align IT applications with business goals.
- Excellent project management skills, with a track record of delivering large-scale IT projects.
- Strong leadership, stakeholder management, and team development skills.
- Knowledge of regulatory requirements in the insurance and financial services industry.
- Ability to drive innovation and stay ahead of industry technology trends.

KPIs (Key Performance Indicators)

- Uptime and performance of core business applications.
- Successful delivery of application modernization and digital transformation projects.
- User adoption and satisfaction with business 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 quoting the Job Reference Number and
Position by 17th February 2025.
Only Shortlisted Candidates will be Contacted.**