



Job Ref. No: JHIL166

Position: Bancassurance Operations Officer

Jubilee Insurance was established in August 1937 as the first locally incorporated insurance company based in Mombasa. Over the years, Jubilee Insurance has expanded its reach throughout the region, becoming the largest composite insurer in East Africa, offering Life, Pensions, General, and Medical Insurance. With a client base of over 1.9 million, Jubilee stands as the number one insurer in East Africa. We operate a network of offices in Kenya, Uganda, Tanzania, and Burundi, and we are the only ISO-certified insurance group listed on the three East African stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange, and Uganda Securities Exchange. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for a **Bancassurance Operations Officer, Corporate** within Jubilee Health Insurance Limited. The position holder will report to the **Assistant Manager, Intermediary Operations** and will be based at our Head Office in Nairobi.

Role Purpose

The job holder will be responsible for supporting the smooth functioning of bancassurance operations. This role focuses on ensuring efficient administrative and operational processes, managing relationships with our partners and facilitating the delivery of bancassurance products and services to customers.

Key Responsibilities

1. Operational

- I. Policy Administration: coordinate the bancassurance policy administrative tasks, including policy issuance, renewal invitation, endorsements, and reimbursement.
- II. Customer Service: Provide support to customers regarding their bancassurance policies, addressing inquiries, resolving issues relating to the various customer touch points.
- III. Process Improvement: Identify opportunities to streamline processes, enhance efficiency, and improve the overall effectiveness of bancassurance operations. Spearhead continuous process automation and innovation.
- IV. Generate accurate portfolio performance reports including claims experience regularly.
- V. Prepare and share bancassurance distribution network production and Turn Around Time reports.
- VI. Analyze data to derive insights that inform bancassurance decision-making and strategic planning.
- VII. External stakeholder management: Build and maintain positive relationships with bancassurance strategic partners to drive revenue growth.
- VIII. Interdepartmental collaboration: Develop strong interdepartmental relationships to guarantee excellent customer experience.

2. Corporate Governance

- I. Compliance: Ensure compliance with regulatory requirements, internal policies, and industry standards in all bancassurance operations. Ensure accuracy and compliance with regulatory requirements.
- II. Data Protection: Adhere to the provisions of Data Protection Act of 2019 while handling customer data and policy information.



Laws, Regulations, Company Policies: Stay informed about and strictly adhering to all external laws, including Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) laws, Data Protection laws, and any other relevant regulations applicable in the insurance industry; Understand, implement, and enforce internal company policies, processes and procedures; Ensure that operational compliance programs are in place within your department. Implement processes and controls that promote compliance with external laws, regulations, and internal policies; Foster a robust ethical culture within the organization, demonstrating and promoting ethical behaviour, integrity, and compliance with laws and regulations. Encourage open communication and reporting of any potential compliance concerns or violations.

Key Skills and Competencies

- I. Strong ability to manage and meet turnaround times (TATs) across multiple deliverables such as policy issuance, renewals, reimbursements, and reporting.
- II. Thorough knowledge of regulatory requirements, particularly in ensuring 100% KYC compliance for intermediaries.
- III. Proficiency in reconciling premium payment records and interpreting financial data with accuracy.
- IV. The ability to monitor and maintain targeted loss ratios and track performance metrics such as Net Promoter Scores (NPS).
- V. Demonstrated ability to deliver excellent service and improve customer and intermediary satisfaction.
- VI. Experience in automating operational trackers and improving workflow efficiency across bancassurance processes.
- VII. Familiarity with chronic condition management programs (e.g., LMP enrolment), especially in a bancassurance setting.

Academic Qualifications

- I. A Bachelor's degree in a Business-related course
- II. Insurance Professional qualification
- III. Advanced data analytics

Relevant Experience

A minimum of 2 years relevant Experience in a busy Insurance/Bancassurance environment

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 21st April 2025

Only shortlisted candidates will be contacted.