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**Job Ref. No: JHL031**

**Position: Regional Head of Emerging Customers & Partnerships**

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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 the **Regional Head of Emerging Customers & Partnerships** within **Jubilee Holdings Limited**. The position holder will report to the **Group Chief Executive Officer** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

The role holder will take ownership for developing and building the entire emerging partnership function, including developing the strategy, hiring a team, and clearly communicating the value to other departments and leadership. Establishing a compelling 3–5year emerging partnership strategy that aligns with Jubilee Group’s vision for growth of market share and product development.

### **Main Responsibilities**

#### **Lead Business Strategy Management**

- Participate in formulating, designing, and rolling out the Jubilee Group’s Emerging Partnership Strategy; plan, organize, direct, coordinate and control activities in line with the overall business goals and objectives.
- Take responsibility for budget preparation, analysis, and communication to support the objectives set by the Board.
- Keeping JHL senior management advised and informed on key emerging partnership trends through high quality, informative monthly and quarterly reports utilizing business intelligence tools. ▪
- Drive the development of new products, services and distribution models (FinTech’s, brokers, Insure techs etc) that will provide best in class solutions that are leveraged on technology.
- Leverage cross functional group relationships and networks to build a client base from the Micro, Retail and SME segments.
- Through leadership, personal commitment and cooperation with the Jubilee Group management team define and implement strategies to fulfil JHL’s Strategic Objectives, financial plans, and profitability objectives.
- Provide clear directions on strategic goals, translating and prioritizing them into business and performance measures.
- Provide the much-needed transformational leadership to meet and surpass the expectations of stakeholders.
- Responsible for creating and executing strategies that are in line with the goals and objectives of the various strategic partners.
- Creating tactics to expand audiences for partner’s unique products or services and raise brand awareness.

- Development and implementation of the policies and procedures required to meet the organization's emerging partnership goals and objectives.

### **Partnerships**

- Nurture existing partnerships by leading, managing, and developing all partners to achieve revenue and top line targets.
- Building new partnerships that are mutually beneficial and drive revenue for both the partners and the entire Jubilee Group.
- Establish and document clearly defined goals for each partner relationship, and update and maintain proper reporting to all sourced, direct, and influenced partnership revenue and pipeline targets, partner success KPIs, and retention and integration goals.
- Work cross-functionally to create partnerships and set up for success from working with the product and intelligence teams to identifying prospective partners, to proactively growing partnerships through sales and marketing efforts.
- Set our partners up for success by proactively identifying opportunities that increase Jubilee's value and impact, expanding our footprint in the e-commerce space.
- Work with our partners and internal teams (sales, customer service, marketing, legal, product, and strategy) to optimize cross selling and marketing strategies for driving revenue through the partner ecosystem.
- Strategically manage the department to serve partner clients with superior service to grow market share, increase share of wallet and boost organizational profitability.

### **Marketing and Communications**

- Develop and manage successful marketing campaigns with the help of the marketing and corporate communications team to promote certain partners' goods and services.
- Interacting with partners on Jubilee group's behalf to make sure that everyone is happy with the present condition of partnerships.
- Establishing efficient channels of communication with partners to promote fruitful working partnerships
- Monitoring market trends and competitor activities in order to identify potential opportunities for new partnerships.
- Perform market research to make sure the business is abreast of industry developments and to ensure profitability for all items.
- To expand Jubilee's market penetration, create creative alliances and methods of distribution.
- Leverage on the various partnerships to introduce bundled products that are aligned to servicing the customer from a cradle to grave perspective.

### **Operational and Regulatory Excellence**

- Ensure that the department's strategy, objectives, and deliverables are aligned to ensure a seamless client experience for our partners and their customers.
- Establish criteria for interdepartmental SLAs that will raise the company's service ratings, such as claim processing times and reconciliations in support of the various partnerships.
- Codify managing partner procedures, such as recruitment, retention, compensation, incentives, and performance evaluation.
- In accordance with specified SLAs, guarantee operational effectiveness for all stakeholder departments participating in the partnerships and digital customer segments.
- To maximize commercial and operational efficiency, control and cooperate with important internal stakeholders. Directing and carrying out the department's operational plan while defining and upholding organizational objectives, rules, and guidelines.
- Establish the department's annual operational budget, making sure the unit stays within budget.
- Create and implement operational efficiency procedures to support partner processes that are seamless.
- Making sure that service to customers and producers meets their expectations, manage important connections with clients and intermediaries in the market.

- Ensure all legal criteria for reinsurance, claims, and technical risk acceptance are followed.
- Boost the effectiveness and speed of decision-making across the Jubilee Group.
- Coordinate efforts between departments and functions to achieve resource and value chain optimization.
- Provide access to accurate and consistent information and services across all partner channels.
- Allocating cash and resources effectively to maximize shareholder value, effectively managing operational risk, and boosting operational effectiveness.
- Carry out any additional tasks that may occasionally be assigned.

### **Change Management**

- Constantly re-configure and re-calibrate the department to build agility to support the Group's outlook and strategic posture.
- Introduce novel ideas to ensure the department's prompt and appropriate adoption of the various Jubilee Group imperatives.

### **People**

- Clarify expectations for function members and other stakeholders across the organization that are supporting the partnership eco-system.
- Ensure the function has the best people capabilities through effective inspirational leadership, people development, and optimum succession planning.
- Facilitate integration of functions while ensuring that the Jubilee DNA within the function is established and developed in a way that is consistent with the strategic direction and values of the Jubilee Group.
- Building relevant organizational capacity to deliver on strategy by leading, guiding, directing, and evaluating the work of the leadership team.
- Building the systems and human resource capabilities and training systems that will enable the business to successfully pursue the agreed strategies.
- Ensuring maximum coordination, synergy and business knowledge transfer within the country and region
- Lead, inspire and coach a team of high calibre professionals, creating succession to key roles and enhancing the Company's management capability.
- Maintaining a conducive work environment, suitable for attracting, developing, and retaining a dynamic and high performing team

### **Key Competencies**

1. Highest standards of integrity and ethical conduct.
2. Visionary Leadership and entrepreneur Spirit
3. Market Awareness
4. Customer Focus
5. Systems orientation.
6. Continuous Innovation
7. Ownership & Commitment
8. Team Spirit

### **Qualifications**

1. Bachelor of Commerce, or degree in any other business field
2. Diploma/ Advanced Diploma in professional insurance (ACII) would be an advantage.
3. 3. Master's Degree (Added Advantage)

**Relevant Experience**

1. Minimum of 10 years' experience
2. Good technical knowledge of the Insurance industry
3. Highly innovative, performance and results driven coupled with good business acumen.
4. A consummate professional with demonstrated ability to develop and execute strategies for sustainable, continuous improvement in performance, market share and profitability.
5. An individual with strong leadership qualities, a track record of innovation and the ability to manage change.
6. An energetic seasoned marketer with a proven track record in Business Development strategies and implementation.

**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 9<sup>th</sup> April 2025.  
Only shortlisted candidates will be contacted.**