



Job Ref. No: JHIL169

Position: Team Leader, Direct Sales

Employment Terms: Fixed Term Contract

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 **Team Leader, Direct Sales** at Jubilee Health Insurance Limited. The position holders will report to the **General Manager, Retail Sales & SME**, and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will be responsible for leading a team of Direct Sales Officers to achieve assigned sales targets through acquisition of new business and cross-selling of health insurance products. He/She will coach, motivate, and develop the sales team to deliver high performance, ensure excellent customer experience, and drive market penetration initiatives.

Key Responsibilities

Strategy

1. Execute tactical sales initiatives to increase business volumes and market share.
2. Conduct regular market intelligence to identify new opportunities, trends, and competitor activity.
3. Drive achievement of team sales targets for health insurance products through effective planning and forecasting.

Operational

1. Recruit, onboard, train, and develop a high-performing team of Direct Sales Officers.
2. Support sales agents in field activities including customer presentations, product demonstrations, and client onboarding.
3. Continuously monitor individual and team performance and take corrective actions to ensure achievement of KPIs.
4. Prepare and submit weekly, monthly, and quarterly sales performance reports.
5. Liaise with internal teams (e.g., Marketing, Underwriting, Customer Service) to resolve client queries and improve customer experience.

Corporate Governance

1. Ensure adherence to compliance, regulatory, and underwriting requirements during the sales process.
2. Ensure sales quality by enforcing proper documentation and ethical selling practices.
3. Uphold company policies, procedures, and reporting standards in all sales activities.

**Leadership & Culture**

1. Provide regular feedback, mentoring, and coaching to improve the capability of team members.
2. Champion a strong customer service culture within the team to support retention and referrals.
3. Motivate and create a high-energy, results-driven team environment.
4. Foster professionalism, collaboration, and a strong work ethic among Direct Sales Officers.

Laws, Regulations, Company Policies:

1. Stay informed about and ensure strict adherence to all external laws and regulations, including Anti-Money Laundering (AML), Counter Financing of Terrorism (CFT), Data Protection laws, and any other relevant regulations applicable.
2. Understand, implement, and enforce internal company policies, processes, and procedures.
3. Ensure that operational compliance programs are in place within your department.
4. Develop and implement processes and controls that promote compliance with external laws, regulations, and internal policies.
5. Foster a robust ethical culture within the organization, Lead by example, demonstrating and promoting ethical behaviour, integrity, and compliance with laws and regulations.
6. Encourage open communication and reporting of any potential compliance concerns or violations.

Key Skills and Competencies

1. Exceptional Selling, Negotiation, and Persuasion Skills.
2. Excellent Communication and Interpersonal skills to build strong internal and external stakeholder relationships.
3. Proven ability to lead and inspire sales teams, foster a results-driven culture, and provide mentorship that enhances individual and team performance.
4. Skilled in building lasting client relationships, expanding customer bases, and maintaining high levels of satisfaction and retention.
5. Deep understanding of market dynamics, customer behavior, and competitor activities to inform sales strategies and capture opportunities.
6. Passionate about nurturing talent, implementing structured training programs, and driving continuous improvement in team capability and output.
7. Proficient in using CRM tools, digital platforms, and analytics to drive smarter, faster sales decisions and improve pipeline visibility.

Academic Qualifications

1. Bachelor's degree in Sales, Marketing, Business Administration, or a related field.
2. Professional training or certification in Sales
3. Professional training or certification in Insurance.

Relevant Experience

Minimum of 4–5 years' experience in direct sales, with at least 2 years in a supervisory or team leader role. Prior experience in insurance, banking, telecom, or financial services preferred.

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com quoting the Job Reference Number and Position
by 10th May 2025**

Only shortlisted candidates will be contacted.