



Job Ref. No: JHIL171

Position: Underwriter, Client Support

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 **Underwriter, Client Support** at Jubilee Health Insurance Limited. The position holders will report to the **Assistant Manager, Client Support** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will be responsible for timely set-up, renewal, servicing and support, documentation, and management of schemes on ACTi sure, and handling related queries from clients and intermediaries on existing schemes. He/She will provide dedicated and comprehensive service to the intermediaries and clients with a proactive approach to ensure business retention of the schemes by meeting set service timelines while ensuring underwriting guidelines and controls are strictly adhered to and enforced.

Key Responsibilities

Strategy

1. Assist in developing and executing product innovation strategies aligned with business objectives.
2. Drive market research and competitive analysis to identify product opportunities and innovations.
3. Collaborate on long-term strategic planning for product portfolio expansion and market differentiation.
4. Oversee actuarial analyses to support robust and sustainable product pricing

Operational

1. Support the management and review of existing product portfolios, ensuring continuous improvement and market relevance.
2. Lead the development and implementation of innovative medical insurance products.
3. Manage pricing models and frameworks to ensure competitiveness and profitability.
4. Conduct regular pricing reviews and adjustments based on market dynamics and business goals.
5. Collaborate closely with underwriting, claims, and sales teams to optimize product alignment.

Corporate Governance

1. Ensure compliance with regulatory standards, internal policies, and industry best practices in product development and pricing.
2. Maintain transparency in pricing methodologies, ensuring robust documentation and reporting.
3. Liaise with regulatory bodies to secure necessary product approvals and maintain compliance.



Leadership & Culture

1. Actively participate in cross-functional project teams to drive collaboration, innovation, and accountability across departments and the Group.
2. Employee Collaboration Index: Participate in a minimum of 2 company projects per year with an 80% success rate and engage in at least 1 Group-wide project per year.
3. Skills and Competency Development Index: 100% compliance with your training plan annually to support personal and professional growth, ensuring alignment with career paths and future challenges.
4. Cultural Alignment Index (CAI): Attain the Company's CAI target score by embedding Jubilee's values (e.g., innovation, teamwork, excellence) into project execution and team dynamics.
5. Conflict Resolution: Address interpersonal or project-related conflicts constructively, maintaining team morale and focus on shared goals.
6. Resource Advocacy: Communicate needs (e.g., tools, training, support) to supervisors to ensure personal and team success.

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. Demonstrated expertise in advanced Risk Evaluation and Underwriting Judgment.
2. In-depth understanding of medical terminology, diagnostic procedures, and treatment plans.
3. Comprehensive Reinsurance Knowledge and Treaty Application to manage exposure and optimize portfolio risk.
4. Strong Data Interpretation and Underwriting Systems Proficiency.
5. Exceptional Report Writing and Documentation Skills for audit readiness and stakeholder reference.

Academic Qualifications

1. Bachelor's degree in insurance, Actuarial Science, Nursing, Health Sciences, or a related field.
2. Progress towards or completion of a professional insurance qualification such as AIK, ACII, or equivalent

Relevant Experience

Minimum of 3 years' experience in medical underwriting within an insurance or health management 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 12th May 2025**

Only shortlisted candidates will be contacted.