



**Job Ref. No: JAML052**

**Position: Quality Assurance Officer**

**Jubilee Asset Management Limited (JAML)** is a premier Asset Manager that offers differentiated investment products and solutions across core assets, alternative assets, and across all market cycles. Our clients include institutions, high net worth individuals (HNWI), and retail clients. Our differentiated investment products and solutions include Insurance Fund Management, Segregated Portfolio Management, Unit Trusts, Alternative Investments, Offshore Investments, and Structured Investment Products. For more information, visit [https://jubileeinsurance.com/ke/asset-management/.](https://jubileeinsurance.com/ke/asset-management/)

We currently have an exciting career opportunity for a **Quality Assurance Officer** within Jubilee Asset Management Limited. The position holder will report to the Customer Experience Manager and will be based in Nairobi.

### **Role Purpose**

The Quality Assurance Officer plays a pivotal role in upholding and enhancing the standard of client service delivery and operational excellence within the at Jubilee Asset Management Limited. This position is tasked with designing, implementing, and monitoring robust quality assurance frameworks to ensure that all client interactions, onboarding processes, and service delivery mechanisms meet JAML's high standards of professionalism, efficiency, and client-centricity. By conducting meticulous quality audits, analyzing client feedback, and leveraging performance data, the officer identifies areas for improvement, mitigates service risks, and drives continuous process enhancements. The role ensures strict adherence to regulatory requirements, including those set by the Capital Markets Authority and the Data Protection Act, while fostering a culture of transparency, accountability, and ethical practice. Through close collaboration with cross-functional teams, including Business Development, Portfolio Management, and Compliance, the Quality Assurance Officer contributes to strengthening client satisfaction, loyalty, and trust, aligning with JAML's strategic objectives of maintaining market leadership in wealth and institutional management solutions. This position is instrumental in reinforcing JAML's reputation for delivering differentiated, reliable, and client-focused investment services across East Africa

## **Key Responsibilities:**

### **Quality Audits and Monitoring**

1. Conduct regular audits of client interactions, onboarding processes, and service delivery to ensure adherence to JAML's quality standards.
2. Monitor key performance indicators (KPIs) such as client satisfaction scores, response times, and compliance rates.
3. Identify service gaps and recommend corrective actions to enhance client experience and operational efficiency.

### **Data Analysis and Reporting**

1. Analyze client feedback and performance data using CRM systems (e.g., Salesforce) and Microsoft Office (Excel, PowerPoint) to identify trends and improvement opportunities.
2. Prepare detailed reports on audit findings, compliance status, and quality metrics for management review.
3. Support the development of client service benchmarks and performance standards.

### **Compliance and Governance**

1. Ensure all customer experience activities comply with the Capital Markets Authority, Data Protection Act, and JAML's internal policies.
2. Maintain accurate and secure documentation of audit results and compliance records to support regulatory reviews and audits.
3. Promote ethical practices and transparency in client interactions and quality assurance processes.

### **Stakeholder Collaboration**

1. Collaborate with Business Development, Portfolio Management, and Compliance teams to address quality issues and implement improvements.
2. Assist in delivering training to customer experience staff on quality standards, client engagement, and regulatory compliance.
3. Engage with clients through surveys and feedback mechanisms to enhance service quality and satisfaction.

### **Process Optimization**

1. Contribute to the development and refinement of quality control frameworks and client service procedures.
2. Utilize quality management tools (e.g., Six Sigma, TQM) to streamline processes and improve efficiency.
3. Stay updated on industry best practices and regulatory changes to ensure robust quality assurance practices.
4. Encourage open communication, transparency, and the reporting of potential compliance concerns, ensuring timely resolution and alignment with JAML's standards.

### **Key Competencies:**

1. **Analytical Skills:** Strong ability to analyze client feedback and performance data to drive actionable improvements.
2. **Attention to Detail:** Precision in conducting audits and maintaining accurate quality and compliance records.
3. **Problem-Solving:** Aptitude for resolving quality and service-related issues effectively.
4. **Communication Skills:** Excellent verbal and written skills for reporting, training, and client engagement.
5. **Regulatory Knowledge:** Understanding of financial services regulations, data protection laws, and compliance frameworks.
6. **Technical Proficiency:** Experience with CRM systems (e.g., Salesforce), quality management tools, and Microsoft Office (Excel, PowerPoint, Word).
7. **Client-Centric Mindset:** Commitment to enhancing client satisfaction through quality service delivery.
8. **Team Collaboration:** Ability to work effectively with cross-functional teams to achieve quality objectives.
9. **Organizational Skills:** Capacity to manage multiple tasks and meet audit deadlines efficiently.
10. **Ethical Conduct:** High standards of integrity and professionalism in handling client data and compliance matters.

### **Education Requirements:**

- Bachelor's degree in Business Administration, Finance, Quality Management, Economics, or a related field from a recognized university, preferably from institutions such as the University of Nairobi, Strathmore University, or Kenyatta University.
- Postgraduate Diploma or coursework in Quality Assurance, Customer Relationship Management, or Financial Services from a recognized institution (e.g., Kenya Institute of Management) is an added advantage.
- Professional certifications such as Certified Quality Auditor (CQA), ISO 9001 Lead Auditor, Certified Customer Service Professional, or Certified Professional in Quality Management (CPQM) are strongly preferred.

### **Relevant Experience:**

- Minimum of 3–5 years of experience in quality assurance, customer service, compliance, or operational roles, with at least 2 years in the financial services industry, preferably asset management, insurance and/or banking sectors.
- Proven track record in conducting quality audits, analyzing performance metrics, or implementing process improvements, preferably in client-facing or customer experience roles.
- Demonstrated experience using CRM systems for tracking client interactions and generating quality reports is essential.
- Hands-on experience with quality management tools and methodologies.
- Familiarity with regulatory frameworks, including the Capital Markets Authority (CMA), Data Protection Act, and Anti-Money Laundering (AML) regulations, with practical experience ensuring compliance in customer service operations.

- Experience collaborating with cross-functional teams, such as Business Development, Compliance, or Operations, to address quality issues or enhance client satisfaction.
- Prior involvement in delivering or supporting training programs on quality standards, client engagement, or compliance is an advantage.

**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 June 19<sup>th</sup>, 2025.**

**Only shortlisted candidates will be contacted.**