Position: Junior RPA Developer

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.

We currently have an exciting career opportunity for a **Junior RPA Developer** within **Jubilee Life Insurance Limited.** The position holder will report to the **Senior Manager – RPA** and will be based at our Head Office in Nairobi.

Role Purpose

The Junior RPA Developer at Jubilee Insurance is an entry-level technical role responsible for supporting the design, development, and maintenance of Robotic Process Automation (RPA) solutions to automate business processes and improve operational efficiency across the company's insurance operations (Life, Pensions, and Medical). This position contributes to building and optimizing RPA bots under guidance, ensuring reliable and effective automation. The role encompasses coding, testing, technical support, and corporate governance, fostering a culture of learning, precision, and collaboration.

Main Responsibilities

1. **RPA Development and Support**

   - **Bot Development:** Assist in designing and developing RPA bots using platforms (e.g., UiPath, Automation Anywhere), meeting 95% of assigned technical requirements.

   - **Coding Support:** Write basic automation scripts (e.g., using Python, VBA), ensuring 90% alignment with specifications under senior guidance.

   - **Testing and Debugging:** Perform unit testing and basic debugging of bots, achieving a 95% defect resolution rate within assigned timelines.

   - **Documentation:** Document bot code and processes, ensuring 100% clarity and traceability for team reference and audits.

   - **Collaboration:** Work with the Senior Manager - RPA and team members to deliver automation tasks, contributing to project milestones.

2. **RPA Operations and Maintenance**

- **Bot Support:** Assist in maintaining deployed bots, ensuring 99% uptime and resolving 90% of assigned issues within 24 hours across subsidiaries.

- **Performance Assistance:** Monitor bot performance (e.g., execution time, errors), reporting anomalies to senior developers for optimization.

- **Deployment Support:** Assist in deploying bots using RPA tools (e.g., UiPath Orchestrator), ensuring 99% deployment success under supervision.

- **Version Control:** Use version control systems (e.g., Git), maintaining 100% compliance with team standards for bot versioning.

- **Technical Assistance:** Provide basic technical support for RPA-related queries, achieving a 90% satisfaction rate for assistance provided.

3. **Innovation and Skill Development**

- **Technology Learning:** Stay updated on RPA tools and techniques (e.g., UiPath basics, Automation Anywhere fundamentals), applying new skills to improve bot quality by 10% annually.

- **Automation Contribution:** Assist in optimizing simple automation workflows, reducing manual effort by 10% within 18 months.

- **Innovation Input:** Suggest minor improvements to bots (e.g., error handling), delivering at least 1 actionable idea annually for review.

- **Scalability Support:** Contribute to building bots that support increased transaction volumes, aligning with a 5 million-transaction target by 2027 under senior guidance.

- **Continuous Improvement:** Participate in bot reviews and training, enhancing personal RPA skills by 15% annually.

4. **Corporate Governance, Compliance, and Risk Management**

- **Governance Adherence:** Ensure RPA development aligns with Jubilee's governance policies, reflecting values of integrity and transparency.

- **Regulatory Compliance Support:** Follow automation practices that comply with regional regulations (e.g., Kenya's Data Protection Act), achieving 100% audit readiness across East Africa.

- **Risk Reporting:** Identify and report bot-related risks (e.g., process errors), contributing to a 10% reduction in incidents through proactive measures.

- **Security Practices:** Implement basic security measures in bots (e.g., secure credentials), maintaining a 99% compliance rate with IT security guidance.

- **Audit Assistance:** Provide bot documentation and logs for audits, supporting zero material weaknesses in controls.

- **Ethical Standards:** Uphold ethical RPA development practices, ensuring transparency and accountability per Jubilee's corporate governance principles.

5. **Collaboration and User Enablement**

- **Team Collaboration:** Work with RPA developers, analysts, and business teams to deliver cohesive automation solutions, enhancing team productivity by 5% annually.

- **User Support:** Assist in resolving bot-related issues reported by users, achieving a 90% satisfaction rate within 12 months.
- **Knowledge Sharing:** Participate in team knowledge-sharing sessions, contributing to a 10% increase in collective proficiency within 12 months.
- **Feedback Integration:** Incorporate feedback from reviews and users into bot development, improving solution quality by 10% annually.
- **Training Participation:** Engage in training on RPA platforms and tools, achieving 80% proficiency within 6 months.

6. Performance Monitoring and Reporting

- **Task Metrics:** Track and report on personal RPA tasks (e.g., bot completion, issue resolution), delivering weekly updates to the Senior Manager - RPA.
- **Issue Resolution:** Resolve assigned bot issues, maintaining a 90% resolution rate within SLA timelines.
- **Bot Quality:** Ensure 95% adherence to bot development standards, validated through peer reviews.
- **Compliance Tracking:** Maintain 100% compliance with governance and regulatory requirements, reporting status monthly.
- **Continuous Improvement:** Provide insights from bot development experiences, contributing to a 5% annual improvement in team processes.

7. Key Deliverables

1. **RPA Bots:** Deliver functional RPA bots, meeting 95% of technical requirements within 12 months.
2. **Efficiency Gains:** Reduce bot issue resolution times by 10%, supporting operational efficiency across subsidiaries.
3. **Compliance Excellence:** Achieve 100% compliance with regulatory and governance standards, with zero audit findings annually.
4. **Value Support:** Contribute to $5M in operational value through RPA efforts by 2027.
5. **Skill Development:** Achieve 80% proficiency in assigned RPA tools within 6 months.
6. **User Satisfaction:** Support a 90% satisfaction rate for RPA-related assistance within 12 months

8. Key Competencies

1. Technical Aptitude: Ability to learn and apply RPA development skills effectively.
2. Collaboration: Skill in working with teams to achieve shared objectives.
3. Attention to Detail: Precision in coding and testing bots.
4. Communication: Ability to articulate technical issues to team members clearly.
5. Ethical Integrity: Commitment to ethical and compliant practices.
6. Adaptability: Willingness to learn new RPA tools and technologies quickly

Relevant Qualifications and Experience

7. Bachelor's degree in Computer Science, Information Technology, Software Engineering, or a related field from a recognized institution (or equivalent diploma with relevant experience).
8. Professional certifications such as UiPath RPA Developer Foundation, Automation Anywhere Certified RPA Citizen Developer, or Blue Prism Developer Foundation are an advantage

9. Professional Experience: 1+ years in RPA development, software development, or a related role (including internships or academic projects).
10. Industry Exposure: Experience in insurance, financial services, or technology-driven sectors is preferred, ideally with automation projects.
11. RPA Expertise: Proven track record of developing simple bots or contributing to automation initiatives.
12. Team Collaboration: History of working in a team environment on technical tasks.
13. Regulatory Awareness: Familiarity with working in a regulated environment is an advantage.

If you are qualified and seeking an exciting new challenge,

please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and

Position by 11th June 2025.

Only shortlisted candidates will be contacted.