



Job Ref. No. JLIL323

Position: Senior 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 **Senior 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 Senior RPA Developer is a critical technical role responsible for designing, developing, and maintaining advanced Robotic Process Automation (RPA) solutions to automate business processes and enhance operational efficiency across the company's insurance operations (Life, Pensions, and Medical). This position leverages RPA platforms and programming expertise to deliver scalable, reliable, and high-performing automation bots. The role encompasses RPA development, bot optimization, technical support, and corporate governance, fostering a culture of innovation, precision, and collaboration.

Main Responsibilities

1. RPA Development and Implementation

- **Bot Design:** Design and develop advanced RPA bots using platforms (e.g., UiPath, Automation Anywhere) that meet 95% of process automation requirements.
- **Coding and Configuration:** Write efficient and maintainable automation scripts (e.g., using Python, VBA), ensuring 99% process accuracy and reliability.
- **Scalability Support:** Build RPA solutions capable of supporting a 5 million-transaction capacity by 2027, aligning with scalability goals under senior guidance.
- **Testing and Validation:** Perform comprehensive testing (e.g., unit, integration, stress), achieving a 95% defect-free deployment rate within assigned timelines.
- **Collaboration:** Work with the Senior Manager - RPA and business analysts to implement automation solutions, contributing to on-time project delivery.

2. RPA Operations and Optimization

- **Bot Maintenance:** Manage and optimize deployed bots, ensuring 99.9% uptime and resolving 90% of issues within 24 hours across subsidiaries.
- **Performance Tuning:** Enhance bot performance (e.g., execution speed, error handling), reducing process delays by 15% within 12 months.
- **Monitoring and Troubleshooting:** Utilize RPA monitoring tools (e.g., UiPath Orchestrator, Blue Prism Control Room) to track bot health, delivering weekly reports to the Senior Manager - RPA with optimization insights.
- **Incident Resolution:** Diagnose and resolve bot failures, maintaining a 90% resolution rate within SLA timelines.
- **Documentation:** Maintain detailed bot documentation and logs, ensuring 100% traceability for audits and team reference.

3. Innovation and Technical Advancement

- **Technology Integration:** Incorporate advanced RPA features (e.g., AI, OCR, NLP) into bots, contributing to a 10% efficiency gain by 2026.
- **Automation Enhancement:** Optimize automation workflows, reducing manual intervention by 15% within 18 months.
- **Scalability Contribution:** Enhance RPA frameworks to support increased demand, aligning with a 5 million-transaction target by 2027.
- **Future-Proofing:** Recommend innovative RPA tools and techniques (e.g., hyper automation, process mining), reducing technical debt by 5% annually.
- **Continuous Improvement:** Propose and implement bot enhancements, improving automation reliability and performance by 10% 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:** Develop bots in compliance with regulations (e.g., Data Protection Act, IFRS 17), achieving 100% audit readiness.
- **Risk Management:** Identify and report RPA risks (e.g., bot errors, security vulnerabilities), contributing to a 15% reduction in incidents through proactive measures.
- **Security Practices:** Embed security protocols in bots (e.g., encryption, access controls), maintaining a 99% compliance rate with IT security guidance.
- **Audit Support:** 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 Operational Enablement

- **Team Synergy:** Collaborate with RPA analysts, developers, and business teams to deliver cohesive automation solutions, enhancing team productivity by 10% annually.
- **Technical Support:** Provide expert-level support for RPA-related issues, achieving a 90% satisfaction rate within 12 months.

- **Knowledge Sharing:** Share RPA expertise during team sessions, contributing to a 10% increase in collective technical proficiency within 12 months.
- **Business Enablement:** Assist business units with automation deployment, improving operational efficiency by 10% annually.
- **Training Engagement:** Participate in training on RPA platforms and technologies, achieving 80% proficiency within 6 months.

6. Performance Monitoring and Reporting

- **Bot Metrics:** Monitor and report on bot performance (e.g., uptime, error rates), delivering weekly updates to the Senior Manager - RPA.
- **Issue Resolution:** Resolve assigned bot issues, maintaining a 90% resolution rate within SLA timelines.
- **Compliance Tracking:** Ensure 100% adherence to governance and regulatory standards, reporting compliance status monthly.
- **Performance Insights:** Track RPA KPIs (e.g., process completion time, cost savings), providing quarterly insights for optimization.
- **Continuous Improvement:** Offer data-driven recommendations for bot enhancements, contributing to a 5% annual improvement in automation effectiveness.

Key Deliverables

1. **RPA Bots:** Deliver high-quality RPA bots within 12 months, adopted by 100% of targeted processes.
2. **Performance Gains:** Improve process efficiency by 15% and reduce delays by 10%, supporting 5 million transactions by 2027.
3. **Compliance Excellence:** Achieve 100% compliance with regulatory and governance standards, with zero audit findings annually.
4. **Value Contribution:** Support \$15M in operational value through RPA development by 2027.
5. **Skill Development:** Achieve 80% proficiency in advanced RPA tools within 6 months.
6. **User Satisfaction:** Support a 90% satisfaction rate for RPA-related support within 12 months

Key Competencies

1. Technical Expertise: Strong ability to develop and maintain RPA solutions.
2. Analytical Thinking: Skill in diagnosing and resolving bot performance issues efficiently.
3. Collaboration: Ability to work effectively with technical and business teams.
4. Communication: Capacity to explain technical concepts to diverse stakeholders clearly.
5. Ethical Integrity: Commitment to ethical and compliant RPA practices.
6. Attention to Detail: Precision in bot development and testing.

Relevant Qualifications and Experience

1. Bachelor's degree in Computer Science, Information Technology, Software Engineering, or a related field from a recognized institution.
2. Professional certifications such as UiPath RPA Developer Advanced, Automation Anywhere Certified Advanced RPA Professional, or Blue Prism Developer are strongly preferred.
3. Professional Experience: 5+ years in RPA development, software engineering, or a related role.

4. Industry Exposure: Proven track record in insurance, financial services, or technology-driven sectors, ideally with RPA projects.
5. RPA Expertise: Experience developing bots for processes supporting 500K+ transactions or significant operational impact.
6. Team Collaboration: History of working in agile teams on automation projects.
7. Regulatory Awareness: Familiarity with ensuring compliance in a regulated, multi-country 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 11th June 2025.**

Only shortlisted candidates will be contacted.