



Job Ref. No: JLIL 328

Position: Pension Administrator

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 **Pension Administrator** within **Jubilee Life Insurance Limited**. The position holder will report to the **Assistant Manager – Pensions** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder is responsible for conserving existing business and providing superior services to retirement benefits business clients. This role ensures full compliance with procedures and guidelines as outlined in the operations manuals, while delivering exceptional customer service and maintaining accurate record-keeping.

Main Responsibilities

1. Operational

- Business Growth. Conserving existing business and offering alternative products to existing clients e.g., annuity, cross sell and following up/providing leads for new business.
- Manage the administration of retirement benefits plans for corporate clients.
- Ensure accurate record-keeping of participant data, contributions, and benefit calculations.
- Maintain up-to-date participant records and handle all necessary documentation.
- Provide exceptional customer service to retirement benefits business clients.
- Address inquiries and resolve issues related to retirement plans promptly.
- Identify opportunities for process improvements to enhance operational efficiency.
- Streamline administrative processes to minimize errors and maximize productivity.
- Work with internal teams to implement system enhancements and automation.
- Statistical Analysis & Returns. Preparing summary/ statistical reports of the Retirement Benefits schemes. Also preparing returns in respect of the Retirement Benefits schemes as assigned for submission within the timelines provided. Monitor key performance indicators and implement measures to achieve targets.
- Maintain accurate and up-to-date records of retirement plans and participant information.
- Generate reports and provide timely and accurate information to clients.
- Collaborate with internal stakeholders to meet reporting obligations.

2. Corporate Governance

- Adhere to regulatory requirements and internal policies, ensuring compliance in all aspects of insurance servicing.
- Implement and uphold robust data protection and privacy practices, safeguarding customer information and ensuring confidentiality.
- Participate in audits and internal control assessments, addressing any identified gaps or issues promptly.

- Compliance. Stay updated with insurance regulations and underwriting best practices to ensure compliance with industry standards.
- Adherence to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.
- Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

3. People & Culture

- Cross-Functional Collaboration: Actively participate in cross-functional project teams to drive collaboration, innovation, and accountability across departments and the Group.
- 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.
- 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.
- 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.
- Conflict Resolution: Address interpersonal or project-related conflicts constructively, maintaining team morale and focus on shared goals.
- Resource Advocacy: Communicate needs (e.g., tools, training, support) to supervisors to ensure personal and team success.

Key Competencies

- Attention to detail and accuracy in retirement plan administration.
- Strong customer service and relationship management skills.
- Knowledge of retirement benefits regulations and compliance requirements.
- Analytical and problem-solving abilities to resolve complex issues.
- Excellent organizational and time management skills.
- Strong communication and interpersonal skills.

Academic Background & Relevant Qualifications

- Bachelor's degree in Actuarial Science, Statistics, Insurance, Finance, Business or any other related course
- Diploma in Insurance.
- TDPK, LOMA/CII/IIK Qualification will be an added advantage.
- Minimum 2-3 years of experience in a similar role

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com
 quoting the Job Reference Number and Position by 31st July 2025.
 Only shortlisted candidates will be contacted.**