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**Job Ref. No:** JHIL187

**Position:** Manager, Quality Assurance

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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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for the role of **Manager, Quality Assurance** Jubilee Health Insurance Limited (JHIL). The position holder will report to the Chief Executive Officer & Principal Officer.

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### **Role Purpose**

We are seeking a highly skilled and experienced Quality Assurance Manager to lead our Quality Assurance function and ensure operational excellence across our medical insurance business. This senior leadership role is responsible for establishing and maintaining robust quality assurance processes, standards, and practices, as well as developing and implementing quality frameworks, strategies, and processes that drive continuous improvement, enhance customer satisfaction, and ensure compliance with regulatory requirements.

### **Main Responsibilities**

#### **1. Strategy & Governance**

- I. Develop and implement the QA strategy, frameworks, and initiatives to drive continuous improvement and operational efficiency.
- II. Align QA strategies with the company's strategic goals in collaboration with senior management.
- III. Monitor industry trends, regulatory changes, and emerging technologies to ensure the company's QA standards remain competitive and compliant.
- IV. Maintain effective relationships with external stakeholders, including regulators and accreditation agencies, to stay informed and ensure compliance.
- V. Serve as the company's ISO Management Representative, ensuring full compliance with ISO standards and managing related audits.

#### **2. Operational Quality Assurance**

- I. Establish and maintain quality standards, guidelines, and protocols for all business functions, particularly claims processing and systems performance.
- II. Conduct regular operational audits across departments to assess compliance, accuracy, efficiency, and effectiveness.
- III. Analyse audit findings and performance data to identify trends, root causes, and opportunities for improvement.
- IV. Develop and oversee corrective action plans to address identified issues and ensure timely resolution.
- V. Lead the design and execution of User Acceptance Testing (UAT) protocols for new systems, upgrades, and automation projects.
- VI. Ensure operational processes enhance customer satisfaction and meet SLA commitments.
- VII. Monitor the quality of services provided by third-party vendors to ensure contractual obligations and service standards are met.



### **3. Claims & Systems QA**

- I. Oversee quality control processes for claims assessment, adjudication, payment, and communication.
- II. Perform regular claims audits to ensure accuracy, fairness, and compliance with policy terms.
- III. Collaborate with IT, Operations, and Claims teams to ensure system controls and data integrity safeguards are embedded in all business-critical applications.

### **4. ISO Certification & Compliance**

- I. Coordinate all internal and external ISO audits, ensuring readiness and adherence to ISO 9001 standards.
- II. Maintain the Quality Management System (QMS) documentation and oversee ISO-related training for staff.

### **5. Reporting & Dashboarding**

- I. Provide timely, accurate, and insightful reports to the CEO and leadership team on QA metrics, audit findings, and improvement initiatives.
- II. Use data-driven insights to guide decision-making and continuous improvement initiatives.

### **6. Leadership, People Management & Culture**

- I. Lead, mentor, and develop the QA team, setting clear performance expectations and conducting regular reviews.
- II. Foster a culture of accountability, customer focus, and continuous improvement.
- III. Support change management initiatives, helping teams adapt to new processes and systems.
- IV. Encourage collaboration across departments to achieve quality objectives.

### **Key Competencies**

- I. Quality Management Systems (QMS) & ISO Standards
- II. Claims Quality Assurance & Auditing
- III. Systems Testing & User Acceptance Testing (UAT)
- IV. Data Analysis
- V. Project Management in QA Initiatives

### **Academic & Professional Qualifications**

- I. Bachelor's degree in Business Administration, Quality Management, Healthcare Administration, or a related field.
- II. Master's degree preferred.
- III. ISO Lead Auditor or Internal Auditor certification required.
- IV. Project Management certification (PMP, PRINCE2) an advantage.
- V. Six Sigma or Certified Quality Manager qualification desirable.

### **Relevant Experience**

The ideal candidate will have a minimum of eight (8) years' experience in Quality Assurance within insurance, healthcare, or financial services, with at least 3 years in a leadership role with proven track record in claims QA, systems testing, ISO compliance, and project management. Experience with one of the Big Four audit firms will be considered an advantage.

**If you are a seasoned quality assurance professional with a proven ability to deliver results in a complex and regulated environment, kindly submit your detailed CV and cover letter to**

**[Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and position by 25<sup>th</sup> August 2025.**

**Only shortlisted candidates will be contacted.**