
Job Ref. No: JHIL188

Position: Project Management Officer

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.

We currently have an exciting career opportunity for the role of **Project Management Officer**, Jubilee Health Insurance Limited (JHIL). The position holder will report to the Head of Strategy.

Role Purpose

The role holder is responsible for overseeing and managing the successful execution of technology projects related to the Company. The role involves developing and implementing project strategies, ensuring operational efficiency, maintaining compliance with regulatory requirements, fostering a culture of leadership and collaboration and delivering key outcomes. The role holder will play a crucial role in driving the growth and success of the organization's strategic initiatives.

Main Responsibilities

Strategy

1. Work closely with the Head of Strategy & Special Projects and executive leadership to develop and refine the project management department's strategic goals and objectives.
2. Identify and prioritize projects based on strategic importance and resource availability.
3. Oversee the portfolio of projects, ensuring alignment with business goals and strategic initiatives.
4. Monitor industry trends and best practices in project management to continually improve processes.
5. Drive innovation in project management methodologies to enhance efficiency and effectiveness.

Operational

1. Lead the planning and execution of projects, ensuring they are delivered on time, within scope, and within budget. Lead the end-to-end project management process.
2. Define key performance indicators (KPIs) and metrics to track the effectiveness of strategic initiatives and projects. Define project scopes, objectives, and success criteria in collaboration with relevant stakeholders.
3. Develop comprehensive project plans, including timelines, resource allocation, and risk management strategies. Coordinate internal resources and third parties/vendors for the flawless execution of projects.
4. Monitor project progress, identify potential roadblocks, and implement corrective actions as needed.
5. Collaborate with cross-functional teams to define project scope, objectives, and deliverables.
6. Conduct risk assessments and develop mitigation strategies to address potential project challenges.
7. Regularly communicate project status, updates, and progress to stakeholders and executive leadership.
8. Build and maintain strong relationships with internal stakeholders, including department heads.
9. Establish project governance frameworks, including roles and responsibilities, decision-making structures, and escalation paths.
10. Provide regular project status updates, performance reports, and risk assessments to executive leadership and relevant stakeholders.
11. Ensure that projects are executed in accordance with company policies, industry regulations, and best practices.

12. Monitor and report on the progress of projects against established KPIs, making adjustments as needed to achieve desired outcomes. Conduct regular audits and reviews to ensure project management standards are met.
13. Provide actionable recommendations based on data-driven insights to drive business growth.
14. Generate actionable insights and recommendations to drive business growth and enhance operational efficiency.

Corporate Governance

1. Compliance: Stay updated on health insurance, industry regulations, compliance requirements, and best practices.
2. Adherence to the laws and regulations of Kenya, the policies and regulations within the health insurance industry and all internal company policies and procedures.
3. Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.
4. Implement effective risk management strategies, including appropriate internal controls, to mitigate operational, financial, and regulatory risks.

Leadership & Culture

1. To provide the much-needed transformational leadership to meet and surpass the expectations of stakeholders.
2. Provide leadership to the team and build know-how and knowledge sharing to create efficiencies and synergies.
3. Building relevant departmental capacity to deliver on the project management's strategy by leading, guiding,
4. directing, and evaluating the work of the team.
5. Fostering a corporate culture that promotes ethical practices and good corporate citizenship while maintaining a conducive work environment for attracting, retaining, and motivating employees.
6. Conduct regular team meetings and training sessions to enhance skills and knowledge related to project management.

Key Competencies

1. Strategic thinking and decision-making abilities.
2. Strong problem-solving and analytical skills.
3. Effective communication and interpersonal skills.
4. Results-oriented mindset with a focus on delivering quality outcomes.
5. Proficiency in IT tools and systems relevant to project management (e.g., Microsoft Project, Jira, or Trello).
6. Strong stakeholder management skills and the ability to perform effectively under high-pressure situations.
7. Strong demonstrable project management skills.

Academic & Professional Qualifications

1. Bachelor's Degree in Project Management, Information Technology, Computer Science, Software Engineering, or a related field. A Master's degree in a relevant discipline is an advantage.
2. Project Management Certification (e.g., PMP, PRINCE2, or Agile Certified Practitioner) is mandatory.
3. IT-specific certifications such as ITIL Foundation, Certified ScrumMaster (CSM), or CompTIA Project+ are highly desirable.
4. Demonstrated competency in IT, including proficiency in project management software (e.g., Jira, Trello, Microsoft Project), understanding of IT infrastructure (e.g., cloud computing, network systems), and familiarity with software development lifecycles (SDLC) and IT security principles.

**Relevant Experience**

The ideal candidate will have a minimum of eight (8) years of experience, including at least four (4) years leading IT-related projects within the financial services or healthcare sectors. They should demonstrate a strong track record of successfully delivering complex initiatives such as software development, system integrations, cloud migrations, and cybersecurity implementations. Proficiency in IT project management tools—such as Jira, Confluence, and MS Project—and a solid understanding of Agile and Scrum methodologies are essential. Familiarity with financial systems, including portfolio management software, trading platforms, or risk management tools, is highly desirable, particularly in the context of technical implementation. Additionally, the role requires experience in managing cross-functional IT teams and collaborating with external vendors or service providers to deliver effective and scalable IT solutions.

How to apply

If you are an experienced project management professional with a strong track record of delivering results in complex and regulated environments, we invite you to submit your detailed CV and cover letter to Recruitment@jubileekenya.com, quoting the Job Reference Number and position title in the subject line, by **31st August 2025**. Only shortlisted candidates will be contacted. Canvassing will lead to automatic disqualification.