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**Job Ref. No. JLICB004**

**Position: Intern**

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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 Health, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for the role of **Intern, Jubilee Life Insurance Company of Burundi (JLICB)**. The position holder will report to the **General Manager**.

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### **Role Purpose**

We are seeking a motivated and detail-oriented intern to support our backend operations team. This role offers a unique opportunity to gain in-depth exposure to the insurance industry, focusing on the critical processes that ensure seamless policy administration, claims processing, and data management. The intern will work closely with our operations team to streamline workflows, enhance data accuracy, and contribute to process improvements that drive operational excellence.

### **Main Responsibilities**

#### **Data Management and Reporting**

- Perform data entry and validation to ensure accuracy in customer and policy databases.
- Assist in generating operational reports, including premium reconciliations, claims summaries, and performance metrics.
- Use Excel and other data tools to analyze operational data and identify trends or anomalies.
- Support the implementation of data quality initiatives to enhance backend processes.

#### **Process Optimization**

- Participate in process mapping and documentation to identify inefficiencies in current workflows.
- Collaborate with team members to propose and test process improvements.
- Assist in the rollout of new tools or system updates, including user acceptance testing (UAT).
- Document standard operating procedures (SOPs) for key backend tasks.

#### **Compliance and Risk Management**

- Ensure all tasks comply with industry regulations and insurance laws.
- Assist in conducting internal audits of policy and claims records to ensure adherence to compliance standards.
- Flag potential risks or discrepancies in operational data for further review by supervisors.

#### **Team Collaboration**

- Attend daily team huddles and weekly operations meetings to provide updates on assigned tasks.
- Work closely with cross-functional teams, including underwriting, customer service, and IT, to support integrated workflows.
- Provide administrative support, such as scheduling meetings, organizing files, and managing team communications.

## **Key Competencies and Skills**

- Exceptional attention to detail and organizational skills.
- Strong written and verbal communication skills.
- Ability to work independently and manage multiple tasks in a fast-paced environment.
- Problem-solving mindset with a proactive approach to identifying inefficiencies.
- Basic understanding of insurance principles (e.g., underwriting, claims, premiums) is preferred.
- Willingness to learn about insurance regulations and backend operations processes.

## **Academic Qualifications**

- Bachelor's Degree in Finance, Business Administration, or any other related field.

## **Relevant Experience**

- 6 months to 1 year of experience within the financial services industry.

**If you are qualified and seeking an exciting new challenge, please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and Position by 24<sup>th</sup> August 2025.**

**Only shortlisted candidates will be contacted.**