



Job Ref. No: JLIL 329

Position: Team Leader- Group Life Servicing

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 **Team Leader- Group Life Servicing** within **Jubilee Life Insurance Limited**. The position holder will report to the **Manager-Group Life Servicing** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will be responsible for building and maintaining strong relationships with corporate clients, brokers, and intermediaries to drive business growth and retention in the group life servicing sector. The role holder will support day-to-day group life servicing operations, ensuring compliance with procedures and guidelines as outlined in operational manuals, while delivering exceptional customer service and maintaining accurate record-keeping.

Main Responsibilities

1. Strategy

- With the guidance of the Manager – Group Life Servicing, execute the strategic plan for the group life servicing department aligned with the organization's overall objectives.
- Identify opportunities for business growth, market expansion, and product/service enhancements in the group life insurance segment.
- Conduct market research and analysis to identify emerging trends, competitive landscape, and customer needs, influencing strategic decision-making.
- Conduct financial analysis, identify cost-saving opportunities, and recommend strategies to improve profitability and operational efficiency.

2. Relationship Management

- Client Relationship Management: Build and maintain strong, long-term relationships with corporate clients, Brokers, Intermediaries and Medical service providers, ensuring timely resolution of queries, renewal negotiations, and delivery of value-added services.
- Intermediary Engagement: Manage and grow partnerships with brokers, agents, and other intermediaries by providing training, support, and regular engagement to drive business acquisition and retention.
- Revenue Growth & Retention: Drive premium growth by identifying upselling and cross-selling opportunities within existing schemes and intermediaries, while implementing retention strategies for high-value clients.
- Market Intelligence & Reporting: Monitor competitor activity, client feedback, and regulatory changes to support product improvement and strategy refinement and provide regular performance reports to management.

3. Operational

- Scheme Administration: Handle the end-to-end administration of group life insurance policies, including scheme setup in ISF system, additional and termination of members in system. Prepare policy documents, endorsements,

raise debit notes and follow up premium for settlement, Prepare medical letters for all members above FCL accurately and within the agreed timelines.

- Relationship Management: Build and maintain positive relationships with policyholders and all stakeholders. Liaise with underwriters, actuaries, and other internal departments to ensure efficient policy servicing and resolution of issues.
- Customer Service: Serve as the main point of contact for policyholders, brokers, and internal stakeholders regarding group life insurance policies. Respond promptly and professionally to inquiries, resolve scheme-related issues, and provide accurate and comprehensive information.
- Policy Renewals: Coordinate and manage the renewal process for group life insurance policies. Prepare renewal documentation, communicate renewal terms to policyholders, and ensure timely policy renewals.
- Claims Support: Collaborate with the claims department to facilitate the processing and settlement of group life insurance claims. Forward claim notification and all information received and provide support to policyholders throughout the claims process.
- Compliance and Documentation: Ensure compliance with internal policies, procedures, and regulatory requirements related to group life insurance. Maintain accurate and up-to-date policy records, documentation, and databases.
- Reporting and Analysis: Generate and analyze reports related to group life insurance policies, including scheme performance, that is renewal summary, claims experience, and customer satisfaction. Identify trends, insights, and areas for improvement.
- Process commission payments to brokers and agents within 3 working days of premium receipting. Ensure accuracy of commission rates, validate supporting documentation, and liaise with Finance to ensure timely disbursement and issue resolution.

4. Jubilee Life Brand

- Ensuring effective public relations and enhancing the company's corporate image with all stakeholders and partners.

5. Corporate Governance

- Adhere to regulatory requirements and internal policies, ensuring compliance in all aspects of group life 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.

6. 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

- Business Acumen. Understanding of market dynamics, financial performance, and growth strategies.
- Excellent communication skills, both verbal and written.
- Strong customer service orientation with the ability to handle challenging situations.
- Attention to detail and ability to work with complex data and documentation.

- Analytical and problem-solving skills to address policy-related inquiries and issues.
- Ability to manage multiple tasks and prioritize workload effectively.
- Strong teamwork and collaboration skills.

Academic Background & Relevant Qualifications

- Bachelor's degree in Insurance, Finance, Business or any other related course
- Diploma in Insurance, LOMA, CII or IIK Qualification will be an added advantage
- Minimum of 3-5 years of experience in group life servicing, insurance operations, or a related role in the life insurance industry.
- Proven experience in client relationship management and policy administration support.
- Familiarity with insurance systems, regulatory compliance, and market research.
- Experience in a team-oriented role, with demonstrated collaboration and stakeholder engagement skills.

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com
quoting the Job Reference Number and Position by 8th August 2025.
Only shortlisted candidates will be contacted.**