



Job Ref. No: JLIL 330

Position: Officer- Group Life Servicing & Business Analysis

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 an **Officer- Group Life Servicing & Business Analysis** within **Jubilee Life Insurance Limited**. The position holder will report to the **Head of Operations- Retail & Group Life** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will support the Head of Operations in driving operational efficiency and excellence within the Premium Administration, Conservation, Underwriting, and Group Life Servicing departments. The role focuses on analyzing business processes, identifying operational and strategic needs, and delivering data-driven solutions to optimize performance, enhance customer experience, and ensure compliance with regulatory standards. The role holder will collaborate with cross-functional teams to streamline processes, support digital transformation, and provide actionable insights through data analytics to achieve departmental and organizational objectives.

Main Responsibilities

1. Strategy & Business Planning

- **Operational Strategy Support:** Collaborate with the Head of Operations to translate strategic priorities into operational plans, performance targets, and improvement initiatives.
- **Strategic Performance Monitoring:** Track progress of departmental initiatives against set KPIs and strategic goals. Propose adjustments based on insights.
- **Business Intelligence & Foresight:** Analyze internal and external data (e.g., customer behavior, premium patterns, underwriting trends) to forecast future needs and recommend strategic actions.
- **Stakeholder Alignment:** Facilitate cross-departmental alignment and support stakeholder forums to ensure consistent messaging, shared accountability, and resource coordination.

2. Process Optimization & Digital Transformation

- **Workflow Analysis.** Review, document, and analyze end-to-end operational workflows within Premium Administration, Conservation, Underwriting, and Group Life Servicing. Identify inefficiencies, redundancies, or risks.
- **Operational Excellence:** Develop and propose process improvement initiatives (e.g., reducing turnaround time, improving data accuracy, enhancing user experience).
- **SOP & Knowledge Management:** Maintain updated Standard Operating Procedures (SOPs), process documentation, escalation protocols, and service guides for each operational unit.
- **System Improvements:** Work with IT and process owners to define system enhancement requirements. Draft Change Requests (CRs), assist with solution design, and conduct UAT and post-implementation evaluations.
- **Automation & Tool Integration:** Drive automation initiatives using tools such as Power BI, MS Power Automate, or policy administration systems to streamline recurring tasks and reporting.

3. Data Analytics & Insights

- **Data Acquisition & Structuring.** Gather, clean, and validate data across various business functions, ensuring accuracy and consistency for analysis.
- **Dashboard Development.** Build and manage visual dashboards using Power BI or Excel that cover key metrics such as premium allocation, persistency, claims turnaround, and underwriting volumes.
- **Root Cause & Trend Analysis.** Identify underlying drivers of policy lapses, delayed claims, underwriting bottlenecks, or low premium collection. Recommend proactive measures.
- **Data-Driven Decision Support.** Present regular reports and analytics to inform leadership decisions. Enable teams to move from intuition-based to insight-based operations.
- **Ad-Hoc Insights.** Provide custom analytics and reports upon request by leadership, especially in support of board reporting, audits, strategic reviews, or regulator engagement.

4. Operational Performance Support

- **Scheme Administration:** Handle the end-to-end administration of group life insurance policies, including schemes set up in ISF system, additions, and termination of members in the system. Prepare policy documents, endorsements, raise debit note and follow up premium for settlement, Prepare medical letters for all members above FCL accurately and within the agreed timelines.
- **Customer Service:** Serve as the main point of contact for policyholders, and all 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 cover. 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 analyzing the claims experience, and customer satisfaction. Identify trends, insights, and areas for improvement.

5. Jubilee Life Brand

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

6. Corporate Governance

- **Regulatory Adherence:** Ensure that operational activities align with the Insurance Regulatory Authority (IRA) and other governing bodies' requirements.
- **Compliance Support:** Prepare audit evidence, monitor completion of audit recommendations, and assist with documentation updates required by regulators.
- **Operational Risk Mitigation:** Identify operational risks (e.g., payment delays, manual hand-offs, process gaps), document them, and propose mitigating controls.
- **SLA and KPI Monitoring:** Track SLAs and KPIs for internal teams and vendors, escalating performance deviations and recommending corrective measures.

7. 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

- **Industry Expertise.** In-depth knowledge of life insurance products, underwriting, actuarial principles, and regulatory compliance.
- **Analytical and Problem-Solving Skills.** Advanced ability to analyze data, develop predictive models, and propose actionable solutions.
- **Stakeholder Management.** Exceptional interpersonal, negotiation, and communication skills to manage diverse stakeholders.
- **Project and Change Management:** Proficiency in leading cross-functional projects and driving change initiatives.
- **Technical Proficiency.** Expertise in Power BI, SQL, Python, or similar tools for data analytics and visualization, alongside process automation and system integration methodologies.
- **Innovation and Business Acumen.** Ability to drive innovation while maintaining a results-oriented approach.
- **Communication Skills.** Clear and effective in presenting findings to technical and non-technical audiences.

Academic Background & Relevant Qualifications

- Bachelor's Degree in Business Administration, Finance, Insurance, Data Analytics, Statistics, or a related field.
- Microsoft Certified: Data Analyst Associate, Google Data Analytics Certificate, Diploma in Insurance, LOMA, CII or equivalent qualification will be an added advantage.
- Minimum of 2–4 years of experience in the life insurance industry, preferably in a business analysis, operations, or data analytics role.
- Proven experience in leading or supporting process automation, digitalization projects, and system enhancement initiatives.
- Demonstrated expertise in data analytics, including report automation, dashboard development, and use of data to support decision-making.
- Experience working in complex, regulated environments with a strong focus on operational excellence and stakeholder engagement.

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.