



Job Ref. No. JHL036

Position: Head of Customer Experience

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 **Head of Customer Experience** within **Jubilee Holdings Limited**. The position holder will report to the **Deputy Group Chief Executive Officer** and will be based at the Head Office in Nairobi.

Role Purpose

The role holder will be responsible for championing and driving Jubilee's Group Customer Experience (CX) strategy across all entities and markets. The role is central to embedding *customer centricity* as a cultural and strategic imperative focused on transforming how Jubilee delivers value to its customers at every touchpoint.

The incumbent will lead the transformation journey toward a "One Jubilee" experience, ensuring world-class service standards, consistent delivery across regions, and the realization of Jubilee's vision of customer obsession. This includes driving market intelligence, insight-led decision-making, and innovation that crystalizes Jubilee's unique customer experience proposition.

Main Responsibilities

Strategy:

1. Develop and implement a Group-wide customer experience strategy aligned with Jubilee's goals and values.
2. Define the vision and long-term objectives for customer experience improvement across all markets.
3. Collaborate with senior management to ensure alignment with overall business strategies and the *One Jubilee* agenda.
4. Champion the CX strategy by driving transformation initiatives, embedding customer-centricity across all touchpoints, and inspiring teams to live the Jubilee experience.
5. Drive continuous assessment of customer needs to improve internal processes and support business growth through a robust customer experience pathway.
6. Balance customer needs with business requirements, presenting a compelling case for change management and process improvements.
7. Ensure all business units deliver exceptional service and consistent experiences, exceeding customer expectations and creating brand ambassadors.

Leadership & Relationship Management:

1. Build and develop strong and lasting relationships with existing customers, channel partners and all stakeholders ensuring business retention and a reduction in customer complaints and increase in customer compliments.
2. Provide strong people leadership to Jubilee Insurance Service Centre and Contact Center and develop service excellence guidelines, training, and monitoring implementation of the set customer service excellence pathways.



3. Chair the Jubilee Insurance Service Excellence Council meetings weekly to review and monitor on efficiency of business processes and service levels by Jubilee Insurance.
4. Report to the Executive Committee and the Board on the Jubilee Insurance service excellence strategy and give monthly updates on customer service levels.

Customer-Centric Culture and Customer Advocacy:

1. Promote a customer-centric mindset across all entities, departments, and levels of the organization.
2. Foster a culture of continuous improvement by regularly collecting feedback and implementing changes based on customer insights.
3. Conduct market research and customer surveys to gather feedback, understand customer needs, and identify pain points.
4. Analyse customer data to derive actionable insights for enhancing the customer journey.
5. Cultivate customer advocates who can provide testimonials, referrals, and positive reviews.
6. Leverage satisfied customers to promote the Jubilee Group reputation.

Operations :

1. Ensure all customer complaints and compliments are logged onto CRM and other relevant platforms and responded to within the agreed turnaround times (TATs).
2. Continuously analyse customer feedback and provide strategic direction to improve Jubilee Insurance overall service ratings. Continuously survey the Voice of the Customer and act on feedback to improve the Jubilee Insurance Service Charter.
3. Isolate and identify areas of customer service improvement and develop training requirements for the staff.
4. Implement a robust feedback loop to close the loop on customer feedback.
5. Continuous research of both global and local best practices in customer service delivery. Keep abreast with new developments in the industry and provide guidance and recommendations for appropriate improvements in line with the diverse and evolving customer service needs.

Performance Metrics, Technology and Tools:

1. Assess and implement technology solutions that enhance the customer experience, such as CRM systems, chatbots, and self-service portals.
2. Ensure data security and privacy compliance in all customer interactions.
3. Define key performance indicators (KPIs) for measuring customer experience and satisfaction.
4. Regularly report on progress and make data-driven recommendations for improvements.

Regulatory Compliance:

1. Stay informed about industry regulations and compliance requirements that impact customer interactions.
2. Ensure that customer processes adhere to legal and ethical standards.

People & Culture:

1. Inspire a service-driven mindset that aligns employees with Jubilee's values of excellence, integrity, and care.
2. Partner with the HR and Learning & Development teams to design customer experience training programs, equipping staff with the skills to deliver empathetic and impactful service.
3. Promote inclusivity, recognition, and teamwork within the Customer Experience teams.
4. Embed performance coaching, mentorship, and continuous feedback mechanisms that foster employee engagement and professional growth.
5. Act as a culture ambassador, ensuring that the customer experience strategy complements Jubilee's broader People & Culture initiatives.



Key Competencies

1. Proven leadership in developing and implementing large-scale customer experience transformation initiatives.
2. Strong analytical and critical thinking skills with a data-driven mindset.
3. Excellent communication, relationship management, and stakeholder engagement skills.
4. Proficiency in CRM systems, customer analytics tools, and digital experience platforms.
5. Deep understanding of insurance and financial services operations, customer lifecycle management, and service design.
6. Strategic thinker with the agility to adapt to changing customer expectations and market dynamics.

Qualifications & Relevant Experience

1. Bachelor's degree in Business Administration, Marketing, Commerce, or a related discipline from a recognized institution.
2. Master's degree in Strategic Management, Marketing, or Business Leadership will be a distinct advantage.
3. Minimum of 10 years' progressive experience in customer experience, service design, or customer operations, with at least 6 years in a senior leadership capacity, preferably within the insurance, financial services, or telecommunications sector.
4. Demonstrated success in driving culture change, digital customer transformation, and process optimization across large organizations.
5. Strong proficiency in Microsoft Office Suite and CRM tools.

If you are qualified and seeking an exciting new challenge, please apply via recruitment@jubileekenya.com quoting the Job Reference Number and

Position by 17th October 2025.

Only shortlisted candidates will be contacted.