Jubilee INSURANCE

Job Ref. No: JLIL 364

Position: Business Analyst

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, General 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 **Business Analyst** within **Jubilee Life Insurance Limited.** The position holder will report to the **Chief Executive Officer** and will be based at our Head Office in Nairobi.

Role Purpose

The Business Analyst will provide strategic, analytical and operational support to the Chief Executive Officer while supporting the Chief Operating Officer, Retail Agency Sales and Alternative Distribution & Partnerships. The role holder will drive organizational excellence by analyzing complex business processes, leading high-impact cross-functional projects and delivering data-driven insights that strengthen decision-making, optimize distribution channels, enhance customer experience and support digital transformation across the Life Company. The position integrates strategic planning, data analytics, operational excellence, system optimization, governance and brand stewardship to advance Jubilee Life's organizational objectives.

Main Responsibilities

1. **Strategy & Planning**

- Strategic Alignment: Provide analytical support to the CEO on corporate strategy, transformation initiatives, and business performance across JLIL.
- Digital Transformation Leadership: Lead creation and execution of the JLIL digitalization roadmap with clear phases and milestones.
- Change Management: Develop and implement change management strategies to support system and process enhancements.
- Performance Metrics & Scorecards: Establish KPIs to measure the success of operational, automation and distribution initiatives.
- Technology Integration: Collaborate with IT and Data teams to identify and deploy technologies that enhance productivity and data flow.

2. **Data Analytics & Insights**

- Data-Driven Decision Support: Analyze operational, financial and distribution data using Power BI, SQL, Python, or other tools.
- Report Automation & Visualization: Develop automated dashboards, exception reports, and performance trackers
- Predictive Analytics: Generate forecasts for persistency, revenues, premium deposits, and distribution performance.
- Cross-Functional Data Collaboration: Identify data needs across departments and enhance organization-wide data usage and literacy.

3. **Operational Excellence**

- Support the COO in key operational performance initiatives, process improvements and efficiency enhancements.
- Provide insights, reporting and workflow support to Alternative Distribution & Agency Channels to strengthen execution.
- Partner with the CEO by delivering enterprise-level operational insights and recommendations to enhance business performance

4. Technology & Systems Support

- Lead analysis and documentation of system requirements for new solutions and enhancements.
- Support automation initiatives, including data migration and workflow improvements.
- Liaise with ICT for systems integration, testing, deployment, and stabilization.
- Develop well-defined Software Requirement Specifications (SRS) and process documentation.

5. Jubilee Life Brand

- Strengthen the JLIL brand by ensuring high-quality reports, data accuracy and professional representation in all engagements with internal and external stakeholders.
- Champion a culture of innovation, customer-centricity, and digital-first thinking in alignment with the CEO's vision.

6. Corporate Governance

- Ensure compliance with insurance regulations, JLIL policies and statutory requirements.
- Maintain operational risk controls and support the implementation of mitigation measures.
- Track and close all audit, MMC, ExCo and Board Matters Arising.
- Ensure documentation integrity across all business processes.

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 – Strong knowledge of life insurance operations, products, underwriting, actuarial concepts, and regulatory requirements.
- Analytical & Problem-Solving Skills – Ability to interpret complex data, develop insights and predictive models, and recommend actionable solutions.
- Stakeholder Management – Excellent communication, engagement, and negotiation skills to collaborate with senior leadership and cross-functional teams.
- Project & Change Management – Proven ability to lead projects, document requirements, manage UAT, and support successful change adoption.
- Technical Proficiency – Skilled in Power BI, SQL, Python, and process automation tools, with strong understanding of system workflows and integrations.
- Innovation & Business Acumen – Ability to drive process improvements, support strategic initiatives, and link insights to business performance.

Academic Background & Relevant Qualifications

- Bachelor's degree in Business Administration, Insurance, Commerce, Finance, Information Technology, Data Science, Statistics, or related field.
- Minimum of 2-4 years of experience in the life insurance industry.
- Proven experience in process automation, digitalization projects and system enhancements.

- Demonstrated expertise in data analytics, including report automation, dashboard development and predictive modelling.
- Experience in operating in complex, regulated environments with a focus on operational management and stakeholder engagement

Professional Qualifications

- Certified Business Analysis Professional (CBAP) or equivalent.
- Certified Analytics Professional (CAP) or equivalent.
- Data Science or Data Analytics certification (e.g., Microsoft Certified: Data Analyst Associate, Google Data Analytics Professional Certificate).
- Proficiency in Power BI, SQL, or Python for data analytics (certifications preferred).
- Diploma in Insurance, LOMA/CII certification, TDPK Qualification.

If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com
quoting the Job Reference Number and Position by 1st December 2025.
Only shortlisted candidates will be contacted.