



Job Ref. No: JLIL346

Position: Emerging Consumer & Partnership 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, 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. 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 **Emerging Consumer & Partnership Analyst** within **Jubilee Life Insurance Limited**. The position holder will report to the **Regional Head of Emerging Customers and Partnerships** and will be based at our Head Office in Nairobi.

Role Purpose

The Partnerships & Emerging Consumer Analyst supports the Regional Head in executing the strategic partnership and emerging consumer agenda for driving growth in customer coverage, enabling new product development, coordinating with business units, and supporting technology and innovation enablement.

The role also contributes to resource mobilization and grant coordination, identifying and supporting funding opportunities that align with partnership goals, innovation pilots, or inclusion-focused initiatives. This role hold will ensure consistent, structured follow-through on the Strategic Partnership Framework, translating partnership opportunities into measurable business outcomes and scalable customer impact.

Key Responsibilities

Partnership Execution & Support

- Support the Regional Head in identifying, evaluating, and onboarding partners, including banks, MNOs, MSMEs, fintech's, aggregators, and ecosystem players.
- Maintain an updated partnership pipeline, tracking milestones and progress.
- Prepare concept notes, business cases, and partnership briefs for internal or external review.
- Coordinate across Legal, Compliance, and Operations teams to support contracting and onboarding.
- Track and analyse partnership performance against agreed KPIs (penetration, revenue, customer outcomes).

Business Development & Growth Tracking

- Support achievement of country and regional growth targets, including the number of lives covered, renewals, and partnership-driven business value.

- Prepare monthly and quarterly reports on partnership performance, business impact, and lessons learned.
- Conduct market scans and competitor analyses to identify new partnership or product opportunities.
- Support relationship management and growth planning with key strategic partners.

Grant & Funding Partnership Support

- Identify and assess grant, donor, and funding opportunities aligned with emerging consumer, innovation, or inclusion goals.
- Support the Regional Head in developing grant proposals, budgets, and concept notes, collaborating with Finance and Innovation Lab where required.
- Assist in preparing reports and documentation for funded projects, ensuring compliance with partner and donor requirements.
- Maintain a database of potential funding partners, track deadlines, and coordinate submissions.
- Facilitate communication and updates between the company and external funding partners.

Product & Customer Journey Enablement

- Collaborate with Product Development, Actuarial, and Business Units to design, adapt, and launch products for emerging consumer segments.
- Participate in customer journey mapping, capturing process, technology, and experience gaps.
- Document business and functional requirements for technology enablement.
- Support customer and partner feedback collection to improve product experience and delivery.

Innovation & Technology Coordination

- Liaise with the IT to identify technology enablers or partners for digital onboarding, payments, or data integration.
- Support the preparation of tech requirement briefs summarizing integration or API needs.
- Contribute to pilot implementation tracking and documentation.
- Share pilot learnings and improvement recommendations with project teams.

Relationship & Communication Management

- Act as the day-to-day liaison between the Emerging consumer team, Business Units, and Regional Offices.
- Support partner communication, coordination, and documentation.
- Organize partner review sessions, internal demos, and capacity-building workshops.
- Maintain records of contracts, partner correspondence, and performance dashboards.

Reporting, Knowledge & Learning

- Contribute to the Group Knowledge Hub by documenting project results, templates, and lessons learned.
- Prepare dashboards and reports summarizing partnership progress, partner KPIs, and coverage outcomes.
- Support board or committee submissions related to partnerships, pilots, or innovation outcomes.
- Document and share learning from funded projects and grant-related collaborations.

Key Competencies

1. **Strategic Thinking & Commercial Awareness:** Understands business models and can link partnerships to revenue, customer growth, and market penetration goals.
2. **Analytical & Problem-Solving Skills:** Applies structured analysis to evaluate opportunities, assess risks, and generate actionable insights.

3. **Relationship Management:** Builds and maintains strong working relationships with internal teams, partners, and external stakeholders.
4. **Communication & Presentation:** Clear written and verbal communication; able to prepare briefs, concept notes, and reports for diverse audiences.
5. **Project Management Discipline:** Organizes tasks, tracks timelines, and ensures accountability across multiple initiatives.
6. **Innovation Mindset:** Curious, proactive, and open to testing new partnership models, tools, or approaches.
7. **Execution & follow through:** Strong sense of ownership, ensuring ideas move from planning to delivery with measurable outcomes.
8. **Adaptability & Learning Agility:** Comfortable working in a fast-changing environment across multiple markets and business units.

Key Deliverables for the Role

1. Maintain and actively manage a live partnership pipeline (strategic, distribution, ecosystem, or funding partners).
2. Ensure timely progression from opportunity identification to contracting and implementation.
3. Support achievement of entity partnership targets that are measured by number of lives covered, partnership-driven premium, or AUM growth
4. Coordinate and support grant/funding proposals aligned to financial inclusion, innovation, or ecosystem partnerships.
5. Maintain high stakeholder satisfaction and smooth partner onboarding.
6. Document and share key learnings best-practices into the group knowledge hub.
7. Ensure adherence to the group partnership framework, due diligence standards, and reporting timelines.

Academic Qualifications

- Bachelor's degree in business, Economics, Finance, or Actuarial Science, Project Management (required).
- Postgraduate training in Innovation, Project Management, or Digital Transformation is an added advantage.
- Exposure to financial inclusion, fintech, or insurance innovation programs(through coursework or professional development) is desirable.

Relevant Experience

- 2–4 years of experience in partnerships, business development, innovation, or project coordination ideally in insurance, financial services, fintech, or development programs.
- Exposure to customer or partner journey design, market research, or data-driven decision making.
- Experience in grant or proposal development, donor coordination, or managing externally funded projects.
- Proven involvement in cross-functional projects, particularly those involving digital or process innovation.
- Familiarity with regional or multi-country operations.

If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com quoting the Job Reference Number and Position by
12th November 2025
Only shortlisted candidates will be contacted.