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**Job Ref. No: JHL 040**

**Position: Senior Business Process Analyst**

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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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for a **Senior Business Process Analyst** within **Jubilee Holdings Limited**. The position holder will report to the **Manager – Business Process Management** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

The Senior Business Process Analyst is responsible for identifying, documenting, analysing, and improving business processes through process review and reengineering initiatives. This is to drive business efficiency through standardization and definition of process performance metrics to inform continuous improvement. The role involves working with cross-functional teams to achieve optimal business processes for the organization while managing systematic process changes with all stakeholders to ensure business operations are consistent with updated processes.

### **Key Responsibilities**

#### **Strategic Responsibilities**

1. Develop and implement business process strategies aligned with the company's overall strategic objectives.
2. Identify opportunities for process improvement and innovation to enhance business performance and competitiveness.
3. Collaborate with senior management to define business process priorities and initiatives.
4. Lead the development of business process models, roadmaps, and frameworks to support strategic initiatives.
5. Evaluate the impact of process changes on business outcomes and provide recommendations for optimization.

### **Process Documentation**

1. Identify and document end-to-end business processes and workflows based on business process management best practices.

2. Develop and maintain process maps, flowcharts, and standard operating procedures (SOPs) in form of procedure manuals.
3. Define process controls and performance metrics to ensure the company has operational efficiency benchmarks for management decision making and strategic planning.
4. Champion business process standardization and consistent practice across the organization to ensure uniformity in outputs and services.

### **Process Improvement**

1. Coordinate business process reengineering initiatives to achieve fundamental changes towards operational excellence.
2. Conduct periodic analysis of process data on defined metrics and evaluate existing processes to identify opportunities for improvement.
3. Engage stakeholders to gain insight into process inefficiencies, pain points, control lapses, policy, and regulation changes to build cases for process enhancements.
4. Participate in roll out of new products and solutions in defining business processes to ensure optimal designs and operational practicality is taken into consideration for achievement of business outcomes.

### **Project Management**

1. Lead and manage projects related to business process improvement initiatives.
2. Engage with cross-functional teams to ensure project objectives are defined and accomplished.
3. Monitor and report on project progress as project governance requirements.
4. Conduct implementation reviews to evaluate the success of the process improvement initiatives.

### **Change Management**

1. Engage process stakeholders in challenging status quo on inefficient business practices.
2. Executing applicable change management approaches to support business process improvement initiatives.
3. Implement sufficient controls in business process changes to ensure involvement of all stakeholders and minimal disruption to business continuity.
4. Monitor and reports on the adoption of new processes to ensure full adoption.
5. Logging of identified potential risks and tracking closure on mitigation plans for seamless process changes.

### **Corporate Governance Responsibilities**

1. Ensure compliance with regulatory requirements, industry standards, and company policies in all business processes.
2. Develop and maintain process documentation, including policies, procedures, and control mechanisms.
3. Implement governance frameworks and controls to manage process risks and ensure data integrity.
4. Collaborate with internal audit and compliance teams to address process-related issues and findings.

### **People and Culture**

1. Promote a culture of process excellence, accountability, and continuous improvement across the organisation.
2. Drive effective stakeholder engagement, challenging the status quo where practices are inefficient and advocating for change.
3. Support knowledge sharing through clear communication, training on new/updated processes, and collaboration with cross-functional teams.

4. Model professionalism, integrity, and results-oriented behaviour, balancing diplomacy with assertiveness to achieve delivery.

### **Key Competencies**

1. Strong analytical and problem-solving skills.
2. Effective communication, presentation interpersonal skills.
3. Creativity and negotiation skills.
4. Agility and adaptability.
5. Time consciousness and results are oriented.
6. Demonstrates skill at managing stakeholder groups and balancing diplomacy and tact with assertiveness.
7. Prioritizes effectively, maintains a clear focus, and sees action through to delivery.
8. Energetic, determined, positive, goal oriented and consistent, especially under pressure.
9. Builds trust and demonstrates integrity in all circumstances.

### **Key Deliverables for the Role**

1. Business process maps, flowcharts, and documentation.
2. Process improvement recommendations and implementation plans.
3. Performance metrics and KPIs to measure process effectiveness and efficiency.
4. Reports and presentations on process optimization initiatives and outcomes.
5. Successful process change management for full adoption.
6. Stakeholder satisfaction of deliverables.

### **Academic Qualifications**

1. Bachelor's degree in business administration, IT, or any other related field
2. BPM certification (Lean Six Sigma Green Belt / ABPMP) or experience with Kaizen
3. Professional qualifications in Project Management and change management are an added advantage.

### **Relevant Experience**

1. 5+ years' cumulative experience with 3+ years of in business process analysis, process documentation, and process automation/Innovation /Reengineering
2. Detailed understanding of the BPMN 2.0 mapping and flowcharts.
3. Detailed understanding of policy, process, procedures, and operating instructions.
4. Knowledge of process improvement methodologies.
5. Demonstrate strong collaboration across all levels of the organization.
6. Analytical, written, and verbal communication skills.
7. Attention to detail, problem-solving, and decision-making skills.
8. Specific exposure to insurance industry or financial services sector an added advantage.

**If you are qualified and seeking an exciting new challenge, please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and Position by 31<sup>st</sup> December 2025**

**Only shortlisted candidates will be contacted.**