



Job Ref. No: JLIL372

Position: Forensic Investigator

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 a **Forensic Investigator** within **Jubilee Life Insurance Limited**. The position holder will report to the **Forensic Investigation Manager** and will be based at our Head Office in Nairobi.

Role Purpose

The Forensic Investigator is responsible for supporting the execution of investigations into suspected fraud, misconduct, and unethical behaviour across Jubilee Insurance. The role involves collecting, analysing, and preserving evidence; conducting interviews; reviewing complex business data; and preparing reports to support disciplinary, legal, or regulatory action. The position ensures the effective detection, prevention, and resolution of fraudulent activities while upholding the highest standards of professionalism, integrity, and confidentiality. The incumbent will collaborate with internal departments, external stakeholders, and regulatory bodies to safeguard the Company's financial and reputational assets.

Key Responsibilities

Strategy

1. Support the development and implementation of a proactive fraud risk management framework aligned with the Company's strategic objectives.
2. Recommend initiatives and control enhancements to minimize exposure to fraud and misconduct.
3. Provide data-driven insights and trend analysis to support management decision-making and policy development.
4. Collaborate with cross-functional teams to strengthen fraud detection systems and investigative processes.

Operational

1. Support planning and execution of forensic investigations into alleged fraud, misconduct, and ethical breaches.

2. Assist in the day-to-day administration of the Forensics & Security Services function.
3. Collect, analyze, and preserve evidence using approved forensic methodologies, chain-of-custody standards, and investigative tools.
4. Support the deployment and maintenance of security technologies and systems that protect the Company's assets, personnel, and information.
5. Conduct preliminary assessments of reported offences, identify areas of loss, and contribute to professional evidence gathering.
6. Prepare detailed investigation reports outlining findings, evidence, and recommendations.
7. Liaise with law enforcement agencies, legal counsel, and external investigators as required.
8. Maintain an updated case management system to track, monitor, and close cases within agreed timelines.
9. Contribute to strengthening internal controls and audit processes to mitigate future fraud risks.
10. Support the management of CCTV operations, access control systems, alarm systems, and other security infrastructure.
11. Represent the Company in court proceedings where applicable and assist in asset tracing and recovery efforts.
12. Coordinate with internal stakeholders and external enforcement agencies, including specialized DCI units, where necessary.

Corporate Governance

1. Ensure all investigative activities comply with legal, ethical, and regulatory requirements.
2. Promote a culture of zero tolerance toward fraud and unethical conduct.
3. Prepare and submit investigative reports and trend analyses to the Board Audit & Risk Committee as needed.
4. Ensure adherence to Company policies, insurance industry regulations, and best practices in forensic protocols.

People and Culture

1. Provide training and guidance to employees on fraud awareness, prevention, and reporting mechanisms.
2. Foster a culture of integrity, accountability, and whistleblower protection.
3. Collaborate with HR and line managers to ensure fair and consistent follow-up on investigation outcomes.
4. Coach and support junior staff, contributing to capability development within the Risk and Compliance function.

Key Competencies

1. Integrity and ethical conduct.
2. Attention to detail and accuracy.
3. Critical thinking and problem-solving.
4. Confidentiality and discretion.
5. Clear communication and report writing.
6. Time management and ability to work within strict timelines.
7. Collaboration and stakeholder management.
8. Resilience and professionalism in sensitive matters.

Functional Skills

1. Knowledge of investigative methodologies and forensic standards.

2. Evidence collection, preservation (chain-of-custody), and documentation.
3. Strong analytical skills, data interpretation for investigations and proficient in the use of data analytics tools.
4. Case management systems and investigative reporting.
5. Understanding of legal and regulatory frameworks relevant to fraud investigations.
6. Familiarity with security technologies (CCTV, access control, alarms).
7. Stakeholder engagement and coordination with internal/external parties.

Key Deliverables for the Role

1. Comprehensive investigation case files, including evidence logs and chain-of-custody documentation.
2. Detailed investigation reports and briefing notes for disciplinary, legal, and regulatory actions.
3. Fraud risk assessment outputs and practical control recommendations.
4. Case dashboards and KPIs (e.g., case aging, closure rates, recovery amounts).
5. Court-ready documentation, witness statements, and exhibits.
6. Asset tracing reports and recovery outcomes.
7. Stakeholder satisfaction on investigative support and deliverables.

Academic Qualifications

1. Bachelor's degree in Criminology, Forensic Science, Law, Accounting, Security Studies, or a related field.
2. Professional certification such as Certified Fraud Examiner (CFE) is an added advantage.
3. Training in forensic interviewing, evidence management, and investigative techniques is preferred.

Relevant Experience

1. 2–4 years' experience in forensic investigations, fraud risk management, law enforcement, or related investigative work.
2. Experience within insurance or financial services is an added advantage.
3. Experience liaising with law enforcement and regulators.
4. Exposure to court processes, testimony preparation, or legal proceedings is desirable.
5. Use of case management tools and security systems (CCTV, access control, alarms).
6. Contribution to strengthening internal controls and audit processes.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 18th January 2026

Only shortlisted candidates will be contacted.