



Job Ref. No: JLIL 382

Position: Agency Development Officer

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 an **Agency Development Officer** within **Jubilee Life Insurance Limited**. The position holder will report to the **Head of Agency Training** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will be responsible for strengthening agency performance through structured onboarding, continuous skills development, field coaching and leadership mentoring. The role holder will ensure that training programs are effectively translated into field execution, resulting in improved agent productivity, quality business acquisition, manpower growth and long-term retention. This position serves as a critical link between classroom learning and field implementation by embedding best sales practices, performance discipline and ethical standards within the agency network.

Main Responsibilities

1. Agency Capability Development & Training

- Coordinate and implement structured post-induction training programs for newly recruited agents.
- Facilitate role plays, simulations, and refresher sessions to reinforce product knowledge, selling skills, and compliance requirements.
- Develop and customize training materials aligned with company products and market trends.
- Conduct learning needs assessments based on performance data and field observations.
- Support new agents through structured development pathways.
- Collaborate with the central training team to roll out learning initiatives.
- Ensure documentation and completion of mandatory training programs.

2. Field Coaching & Performance Management

- Conduct joint field visits and client engagements with agents and sales managers.
- Provide real-time coaching on prospecting, pitching, objection handling, and closing techniques.
- Implement structured handholding programs for new and underperforming agents.
- Observe sales interactions and provide performance feedback.
- Develop individual performance improvement plans.
- Monitor daily, weekly, and monthly agent activity levels.
- Support sales managers in enforcing performance discipline.

3. Sales Productivity & Business Growth

- Drive agent activity, case submissions, and premium production.
- Track new agent conversion to ECOP and financial support eligibility.
- Support manpower growth and retention initiatives.

- Assist in HNI sales pitches and PFM presentations.
- Promote quality business acquisition and persistency improvement.
- Participate in sales campaigns and branch activations.

4. Leadership & Talent Development

- Coach and mentor sales managers, team leaders, and senior agents.
- Support leadership development and succession planning initiatives.
- Identify and develop high-potential agents.
- Build management capability in coaching and team leadership.
- Promote professionalism and accountability within agency structure

5. Monitoring, Reporting & Continuous Improvement

- Analyze activity management reports and productivity dashboards.
- Prepare weekly and monthly coaching and training reports.
- Track effectiveness of learning interventions.
- Maintain accurate training and coaching records.
- Identify improvement opportunities and recommend solutions.
- Support internal audits and performance reviews.

6. 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.

7. Jubilee Life Brand & Customer Experience

- Promote and uphold Jubilee Life's brand values, service standards, and market positioning.
- Ensure agents represent the organization professionally in all customer interactions.
- Reinforce customer-centric selling and service excellence practices.
- Support consistent application of brand guidelines across agency channels.
- Champion positive customer experience and relationship management.
- Participate in brand awareness and market activation initiatives.
- Address service gaps and escalate reputational risks.

Key Competencies

- Coaching & People Development: Ability to mentor and develop agents and sales leaders for sustainable performance.
- Results Orientation: Strong focus on achieving productivity and quality business targets.
- Communication & Influencing: Ability to engage, persuade, and align stakeholders.
- Leadership & Professional Presence: Capacity to provide direction and act as a role model.
- Analytical & Problem-Solving: Ability to interpret data and implement practical solutions.
- Stakeholder Collaboration: Strong relationship-building and teamwork skills.
- Adaptability & Change Management: Ability to support teams through change.
- Integrity & Ethical Judgment: Commitment to ethical and compliant business practices.
- Planning & Organization: Ability to manage multiple field and training activities.
- Resilience & Self-Motivation: Capacity to perform effectively in a field-based environment.

Academic Background & Relevant Qualifications

- Bachelor's Degree in Business Administration, Marketing, Insurance or a related field.
- Certified Trainer/ ECOP Qualification
- Diploma in Insurance qualification will be an added advantage
- LOMA/CII/IIK Qualification will be an added advantage
- Minimum of 1–2 years' experience in insurance agency sales, training, or business development.

- Proven experience in agent onboarding, coaching, and performance management.
- Experience working with sales leadership teams.
- Exposure to training design and facilitation is an added advantage.
- Demonstrated track record of improving sales and productivity outcomes.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 25th February 2026. Only shortlisted candidates will be contacted.