



**Job Ref. No: JAML079**

**Position: Intern – Client Services**

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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, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 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](http://www.JubileeInsurance.com).

Jubilee Asset Management Limited (JAML) is a wholly owned subsidiary of Jubilee Holdings Limited, with a focus on providing fund management and investment advisory products and services to retail and institutional clients. JAML is licensed as a Fund Manager and regulated by the Capital Markets Authority (CMA) and the Retirement Benefits Authority (RBA).

We currently have an exciting career opportunity for an **Intern-Client Services** within **Jubilee Asset Management Limited**. The role holder will report to the **Manager – Fund Services** and will be based at our Head Office in Nairobi.

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### **Role Purpose:**

The **Intern-Client Services** will provide operational and administrative support in the onboarding of new clients. The role involves assisting with documentation, KYC checks, data entry, and ensuring accurate record-keeping. This is a great opportunity for a motivated individual seeking to build a career in client services within the financial services industry.

### **Main Responsibilities**

#### **Operational**

- Assist in Managing the onboarding process for new clients, including account opening, KYC verification, and documentation.
- Ensure accurate and timely data entry into client management systems.
- Assist to Liaise with compliance, operations, and relationship management teams to ensure smooth onboarding.
- Monitor client account setup progress and resolve any delays or issues.
- Maintain up-to-date records of onboarding activities in line with internal policies and regulatory requirements.

#### **Strategy**

- Support initiatives to streamline and enhance the client onboarding process.
- Provide feedback on client needs and service gaps to improve operational efficiency.

- Contribute to the implementation of digital onboarding solutions.

### **Corporate Governance**

- Ensure adherence to regulatory guidelines, AML/KYC requirements, and company policies.
- Support internal and external audits by providing accurate onboarding records.
- Identify and escalate potential risks in onboarding processes.

### **People and Culture**

- Collaborate with colleagues across teams to deliver excellent client service.
- Uphold Jubilee's values by fostering a client-centric culture.
- Support knowledge-sharing and contribute to continuous improvement in onboarding practices.

### **Key Competencies**

- Client-focused mindset with strong service orientation.
- High level of integrity and confidentiality.
- Teamwork and collaboration.
- Adaptability and flexibility in handling multiple tasks.
- Strong work ethic and accountability.

### **Academic Background & Relevant Qualifications:**

1. Bachelor's Degree in Finance, Business Administration, Economics, Statistics, Actuarial Science, or a related field.
2. Strong computer skills, especially in Excel and basic data analysis tools.
3. Internship experience in a financial institution will be an added advantage
4. Experience in client services, operations, or onboarding within the financial services or asset management sector.

**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 Wednesday, 8<sup>th</sup> April 2026.  
Only shortlisted candidates will be contacted.**