



Job Ref. No: JAML080

Position: Lead Experience Engineer

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.

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 a **Lead Experience Engineer** within **Jubilee Asset Management Limited**. The role holder will report to the **Head of Digital Engineering and Innovation** and will be based at our Head Office in Nairobi.

Role Purpose:

The **Lead Experience Engineer** is responsible for architecting, developing, and delivering innovative digital products, client-facing portals, and premium customer experiences. The role leads end-to-end solution design, ensures secure and scalable platform architectures, drives UX improvements for high-net-worth clients, and maintains engineering excellence through code quality oversight, peer reviews, and technical leadership. The position works closely with Product Management to translate business needs into high-performance digital experiences while ensuring operational stability and secure-by-design engineering practices.

Main Responsibilities

1. Operational

Digital Product & Feature Development

- Architect and develop new digital features, platforms, and core customer-facing systems.
- Lead front-end and back-end design to ensure usability, performance, and scalability.
- Oversee software design decisions, coding standards, and engineering patterns across the squad.

Secure API & System Design

- Ensure secure API design, proper authentication, authorization, and effective access control.
- Guide the integration of secure communication protocols and adherence to cybersecurity guidelines.

UX Engineering

- Collaborate closely with Product, UX, and Business teams to streamline client journeys and improve digital touchpoints.
- Implement UX best practices that drive higher customer journey completion rates and reduce friction.

Engineering Quality & Delivery

- Oversee code reviews, engineering standards, and unit/integration test coverage.
- Ensure high-quality delivery within agreed timelines and release windows.
- Contribute to CI/CD pipeline optimization for faster, safer deployments.

Incident & Problem Management

- Lead production incident triage for digital experience platforms.
- Own root cause analysis (RCA) and implement corrective measures to reduce defect recurrence.

2.Strategy

- Provide technical leadership in designing and delivering client-facing digital products and innovation initiatives.
- Align engineering efforts with product roadmaps and strategic business priorities.
- Champion secure-by-design, modern architectural patterns, and DevSecOps practices across experience engineering.
- Drive UX enhancement strategies to elevate customer journeys, with a specific focus on high-net-worth clients.

3.Leadership, People and 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
- Manage and mentor technical teams.
- Promote a culture of continuous improvement, innovation, and strong stakeholder collaboration.

4.Risk Management and Corporate Governance

- Enforce DevSecOps, secure coding standards, and secure-by-design principles in all engineering activities.
- Ensure compliance with cybersecurity frameworks, governance standards, and audit requirements.
- Maintain complete, auditable documentation for design decisions, deployments, and incident handling.
- Support internal/external audits and ensure closure of remediation items related to application experience.

Key Competencies

1. Strong technical leadership and architectural decision-making ability.
2. Excellent communication skills, able to translate technical work into business value.
3. Collaboration and stakeholder engagement across Product, UX, and Technology teams.
4. High attention to detail, engineering discipline, and a quality first mindset.
5. Ability to lead teams through complex development cycles and production issues.
6. Innovation mindset with a focus on continuous improvement and customer experience.

Academic Background & Relevant Qualifications:

1. **5–7 years** of experience in software development, full-stack engineering, or digital product engineering.
2. Proven track record delivering customer-facing digital platforms or portals.
3. Hands-on experience leading application architecture, design, and code reviews.
4. Experience working with UX/UI teams to deliver premium client experiences.
5. Exposure to cloud environments (AWS/Azure/GCP) and modern DevSecOps practices.
6. Experience managing production incidents and conducting RCA for complex systems.

**If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by Wednesday, 20th May 2026.
Only shortlisted candidates will be contacted.**