



Job Ref. No: JLIL 407

Position: Senior Officer- Business Development

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 a **Senior Officer- Business Development** within **Jubilee Life Insurance Limited**. The position holder will report to the **Manager- Business Development** and will be based at our Head Office in Nairobi.

Role Purpose

To drive sustainable growth of the Group Life and Credit Life portfolio through acquisition of new business, retention of existing business, relationship management with corporate clients and intermediaries, and delivery of responsive insurance solutions aligned to customer needs and organizational objectives. The role holder will support execution of the business development strategy, strengthen market presence, enhance customer experience, and contribute to revenue growth while ensuring compliance with regulatory requirements, internal policies, and operational standards.

Main Responsibilities

1. Business Development & Revenue Growth

- Support implementation of departmental business development strategies and initiatives aimed at growing the Group Life and Credit Life portfolio.
- Identify and pursue new business opportunities within corporate, SME, affinity, bancassurance, and intermediary channels.
- Develop and maintain a strong pipeline of prospective clients and business opportunities to support achievement of assigned sales and revenue targets.
- Prepare and execute account acquisition plans for target clients and intermediaries.
- Conduct market mapping and prospecting activities to identify potential clients, sectors, and partnerships for portfolio expansion.
- Participate in preparation and submission of quotations, tenders, proposals, and presentations for prospective clients and intermediaries.
- Negotiate business terms within approved underwriting and pricing guidelines to ensure profitability and sustainability of the portfolio.
- Identify opportunities for cross-selling and upselling other insurance solutions within existing client portfolios.
- Follow up on outstanding quotations, proposals, and renewal opportunities to maximize conversion and retention rates.

2. Client & Intermediary Relationship Management

- Build and maintain strong working relationships with corporate clients, brokers, agents, consultants, and strategic business partners.
- Conduct regular client engagement meetings to understand customer needs, gather feedback, and identify opportunities for business growth.

- Ensure delivery of high-quality customer service to clients and intermediaries through proactive engagement and timely resolution of issues.
- Coordinate renewal discussions and retention initiatives to maintain persistency and strengthen long-term business relationships.
- Facilitate intermediary engagement forums, training sessions, and product awareness initiatives to improve product knowledge and market penetration.
- Monitor intermediary performance and business trends to identify opportunities for enhanced collaboration and production growth.
- Support preparation of quarterly client review reports, scheme performance analysis, and renewal recommendations.

3. Market Development & Product Support

- Support execution of marketing campaigns, business activation initiatives, and promotional activities aimed at increasing product uptake and brand visibility.
- Participate in industry events, networking forums, customer engagement activities, and conferences to enhance organizational visibility and business opportunities.
- Provide feedback to management on customer expectations, market dynamics, and service improvement opportunities.
- Assist in development and distribution of marketing materials, product brochures, presentations, and business communication content.
- Support introduction of new products, strategic partnerships, and alternative distribution channels within the Group Life segment.

4. Operational Excellence & Service Delivery

- Coordinate onboarding and implementation of new schemes to ensure seamless transition from business acquisition to policy administration.
- Work closely with underwriting and operations teams to ensure timely preparation of quotations, policy documents, endorsements, and renewal terms.
- Follow up on outstanding requirements, policy documentation, and premium collections to support efficient business processing and cash flow management.
- Monitor service delivery standards and ensure compliance with agreed turnaround times and service level agreements (SLAs).
- Coordinate with claims and operations teams to support efficient resolution of client queries and claims-related matters.
- Prepare periodic business development reports including production reports, pipeline updates, portfolio analysis, and intermediary performance reports.
- Ensure proper filing, documentation, and record management in line with internal procedures and regulatory requirements.
- Support implementation of process improvement initiatives aimed at enhancing operational efficiency and customer experience.

5. Governance, Risk & Compliance

- Ensure compliance with all applicable insurance regulations, internal policies, underwriting guidelines, and operational procedures.
- Uphold confidentiality, integrity, and data protection standards in handling customer and business information.
- Support implementation of risk management and internal control measures within business development activities.
- Participate in audit exercises, compliance reviews, and risk assessments by providing required documentation and addressing identified gaps.
- Stay informed on industry developments, regulatory changes, and emerging compliance requirements affecting Group Life and Credit Life business.

6. Culture, Collaboration & Continuous Improvement

- Foster a culture of professionalism, accountability, customer centricity, and high performance.
- Collaborate effectively with cross-functional teams to support achievement of departmental and organizational objectives.

- Build strong internal working relationships with underwriting, claims, operations, finance, legal, and customer experience teams.
- Contribute to continuous improvement initiatives aimed at enhancing service delivery, operational efficiency, and customer satisfaction.
- Participate in departmental meetings, strategy sessions, and performance review discussions.
- Actively pursue continuous learning and professional development to enhance technical and commercial competencies.
- Represent the organization professionally during client engagements, industry forums, and stakeholder interactions.

Key Competencies

- Business Development & Sales – Ability to identify opportunities, grow revenue, and achieve targets.
- Relationship & Stakeholder Management – Strong ability to build and manage client, partner, and internal relationships.
- Commercial & Analytical Acumen – Understanding of market trends, customer needs, and business performance drivers.
- Communication & Negotiation Skills – Effective verbal, written, presentation, and negotiation abilities.
- Planning & Organization – Ability to manage multiple priorities, timelines, and engagements effectively.
- Customer Focus – Commitment to delivering excellent service and responsiveness.
- Adaptability & Resilience – Ability to thrive in a dynamic business environment.

Academic Background & Relevant Qualifications

- Bachelor's Degree in Insurance, Business Administration, Finance, Marketing, Actuarial or a related field.
- Diploma in Insurance or equivalent insurance certification.
- Professional qualifications such as LOMA, ACII, IIK or equivalent will be an added advantage.
- Minimum of 4–6 years' experience in business development, corporate sales, or relationship management within the life insurance industry.
- Demonstrated track record in achieving sales, premium growth and retention targets.
- Experience managing corporate clients, brokers, agents, and other intermediaries.
- Experience in proposal preparation, presentations, and business negotiations.
- Familiarity with insurance regulatory requirements and industry best practices.

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 May 2026. Only shortlisted candidates will be contacted.