



Job Ref. No: JLIL 411

Position: Branch Administration Intern

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 **Branch Administration Intern** within **Jubilee Life Insurance Limited**. The role holder will report to the **Team Leader- Branches** and will be based in the **Western Region**.

Role Purpose

The role holder will support the Branch Administrator in ensuring efficient day-to-day branch operations, customer service and administrative support. The role provides an opportunity to gain practical experience in branch administration, customer engagement, records management and operational support while contributing to excellent service delivery and smooth branch operations.

Main Responsibilities

1. Operational

- Support the Branch Administrator in day-to-day branch administrative activities.
- Assist in attending to walk-in customers and agents by providing basic information and guidance on products and services.
- Support in handling customer and agent inquiries and escalating complex issues where necessary.
- Assist in maintaining proper filing and safe custody of branch documents and records.
- Help update customer information and ensure records are accurate and complete.
- Support preparation and dispatch of customer communications such as renewal notices, policy statements, and other correspondence.
- Assist in ensuring the branch office is clean, organized, and professionally maintained.
- Support data entry, report preparation, and branch documentation processes.
- Assist in coordinating branch logistics and administrative requirements.
- Support the team in achieving operational efficiency and excellent customer service standards.
- Perform any other duties assigned by the supervisor or Branch Administrator.

2. Corporate Governance

- Adhere to company policies, procedures, and regulatory requirements.
- Maintain confidentiality of customer and company information at all times.
- Support compliance and audit requirements through proper documentation and record keeping.
- Escalate any operational or compliance concerns identified during daily activities.
- Ensure assigned tasks are completed in line with internal controls and service standards.
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3. People & Culture

- Collaborate effectively with colleagues and support teamwork within the branch.
- Demonstrate willingness to learn and actively participate in training and development initiatives.
- Uphold professionalism and positive working relationships with staff, customers, and agents.
- Support a culture aligned with the organization's values, including teamwork, integrity, customer centricity, and excellence.
- Participate in branch and company initiatives as assigned.

4. Jubilee Life Brand

- Maintain professionalism in all customer and stakeholder interactions.
- Support delivery of excellent customer experience in line with the organization's service standards.
- Uphold the organization's image through courteous communication and professional conduct.
- Ensure a positive and welcoming environment for customers and visitors at the branch.

Key Competencies

1. Customer Service Orientation – Ability to interact professionally and courteously with customers and stakeholders.
2. Communication Skills – Good verbal and written communication skills.
3. Attention to Detail – Ability to maintain accurate records and complete tasks carefully.
4. Teamwork – Ability to work collaboratively with colleagues and support branch objectives.
5. Organizational Skills – Ability to manage tasks efficiently and maintain proper documentation.
6. Willingness to Learn – Demonstrates eagerness to develop professional and technical skills.
7. Integrity & Professionalism – Ability to handle information responsibly and maintain confidentiality.
8. Adaptability – Flexible and able to work in a dynamic branch environment.

Academic Background & Relevant Qualifications

1. Bachelor's degree in Insurance, Business Administration, Finance, Commerce, or any other related field.
2. Proficiency in Microsoft Office applications will be an added advantage.
3. Strong interpersonal and customer service skills.
4. Previous internship or attachment experience in an administrative or customer-facing role will be an added advantage.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 29th May 2026. Only shortlisted candidates will be contacted.