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**Job Ref. No: JHL 041**

**Position: Chief Transformation Officer**

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Jubilee Group was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Group has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, Asset Management and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 1.9 million clients. Jubilee Group has a network of offices in Kenya, Uganda, Tanzania, Burundi. 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).

We currently have an exciting career opportunity for a **Chief Transformation Officer** within **J-Hub SEZ Limited**. The position holder will report to the **Deputy Group Chief Executive Officer** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

The Chief Transformation Officer will provide strategic leadership in driving enterprise-wide transformation across Jubilee Group. The role holder will be responsible for championing digital innovation, business transformation, operational excellence, and organizational change initiatives that support the Group's long-term strategic objectives and enhance customer experience, business performance, and sustainable growth across the region.

The Chief Transformation Officer will work closely with the Board, Executive Management, and regional leadership teams to foster a culture of innovation, agility, continuous improvement, and digital adoption across the Group. The role holder will also provide strategic leadership and oversight for JHub, the Group's technology and innovation arm, driving the development of innovative solutions, technology-enabled growth opportunities, and new business initiatives while ensuring their strategic alignment, operational effectiveness, and financial sustainability.

### **Key Responsibilities**

#### **Transformation Strategy & Leadership:**

1. Develop and execute the Group's transformation strategy in alignment with business objectives and regional priorities.
2. Lead enterprise-wide transformation initiatives that enhance business performance, operational effectiveness, and customer experience.

3. Advise Executive Management and the Board on transformation opportunities, emerging trends, and strategic priorities.
4. Establish governance frameworks to monitor, evaluate, and report on transformation outcomes.
5. Drive alignment and collaboration across business units and regional operations.

### **Digital, Technology & Innovation:**

1. Drive the adoption of digital technologies, automation, and innovative solutions to support business growth and operational excellence.
2. Lead the Group's digital transformation agenda and promote a culture of innovation and continuous improvement.
3. Identify and evaluate emerging technologies and their potential application within the business.
4. Foster strategic partnerships with technology providers, fintechs, and other innovation ecosystem partners.
5. Champion the development of innovative and customer-focused digital solutions.
6. Drive the development and commercialization of innovative solutions, products, and business opportunities that create sustainable value.

### **Operational Excellence & Business Transformation:**

1. Lead initiatives aimed at improving efficiency, productivity, and service delivery across the Group.
2. Drive business process optimization, modernization, and continuous improvement initiatives.
3. Promote agile ways of working to enhance responsiveness and execution.
4. Ensure transformation programmes deliver measurable business value and sustainable outcomes.
5. Support the implementation of best practices that enhance organizational effectiveness.

### **Data, Analytics & Insights:**

1. Champion data-driven decision-making across the organization.
2. Strengthen enterprise data governance, analytics, and business intelligence capabilities.
3. Promote the effective use of data and insights to drive growth, operational performance, and customer value.
4. Ensure compliance with applicable data protection, privacy, and regulatory requirements.
5. Build a culture that leverages data as a strategic asset.

### **People, Culture & Change Leadership:**

1. Lead organizational change management initiatives to support successful transformation outcomes.
2. Foster a culture of innovation, accountability, collaboration, and continuous learning.
3. Build transformation capabilities across the organization through leadership development and skills enhancement initiatives.
4. Empower employees to act as champions of change within their respective functions.
5. Drive adoption of new technologies, processes, and ways of working.

### **Customer Experience & Growth:**

1. Champion customer-centric transformation initiatives that enhance customer experience and engagement.
2. Support business growth through the identification and implementation of transformational opportunities.
3. Drive continuous improvement in customer satisfaction, loyalty, and retention.

4. Develop and maintain strategic partnerships that advance the Group's business and transformation objectives.
5. Monitor market trends and recommend initiatives that strengthen the Group's competitive position.

### **Risk, Governance & Sustainability:**

1. Ensure transformation initiatives comply with applicable regulatory, governance, and risk management requirements.
2. Identify, assess, and mitigate risks associated with transformation programmes.
3. Promote responsible, ethical, and sustainable business practices throughout transformation initiatives.
4. Monitor and report on transformation performance, risks, and outcomes to Executive Management and the Board.
5. Support the integration of sustainability considerations into business transformation programmes.

### **Key Competencies**

1. Strategic Thinking and Vision.
2. Digital Transformation Leadership.
3. Innovation and Continuous Improvement.
4. Stakeholder Management and Influence.
5. Change Management and Organizational Development.
6. Data-Driven Decision Making.
7. Results Orientation and Execution Excellence.
8. Commercial Acumen.
9. Collaboration and Cross-Functional Leadership.
10. Strong Communication and Presentation Skills.

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

1. Bachelor's degree in Business, Technology, Information Systems, Data Science, Finance, or a related field.
2. Master's degree in Business Administration (MBA), Digital Transformation, Technology Management, Strategy, or a related discipline will be an added advantage.
3. 10+ years in a senior leadership role driving transformation initiatives within insurance, financial services, fintech, asset management, or related sectors.
4. Demonstrated experience leading large-scale digital, operational, business, or organizational transformation programmes.
5. Strong understanding of digital technologies, innovation, data analytics, automation, and change management practices.
6. Experience operating within a regulated industry will be an added advantage.
7. Knowledge of regional insurance and financial services markets will be desirable.
8. Proven ability to lead cross-functional teams and manage complex stakeholder relationships.
9. Professional certifications in transformation, project management, technology, data, or change management will be an added advantage.

**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**

**22<sup>nd</sup> July 2026**

**Only shortlisted candidates will be contacted.**