Job Ref. No: JLIL 422

Position: Projects QA

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.

We currently have an exciting career opportunity for a **Projects QA** within **Jubilee Life Insurance Limited.** The position holder will report to the **Group Head – Internal Audit** and will be based at our Head Office in Nairobi.

Role Purpose

The role will focus on offering Quality Assurance to ensure that projects are effectively and efficiently delivered to generate desired deliverables. He/she will assess project activities, documentation(s) and processes, to help enforce project standards, compliance with policies and procedures and enhancing project work in eliminating project failures.

This role focuses on supporting the project teams to maintain standards and produce quality deliverables; and most importantly deliver the intended outcomes/benefits.

Key Responsibilities

1. **Project Reviews**
    - Develops and maintains quality standards and assessment tools for project stage gates, assurance on policies, procedures, and success criteria across the Group.
    - Verify documentation and review of existing project implementation, administrative and internal control systems and make appropriate recommendations for improvement.
    - Identifies and analyses issues gaps, and other problems, particularly when such gaps recur in multiple projects; and makes recommendations to these issues.
    - Maintain documentation of quality assurance activities and follows up on implementation of agreed actions through the Audit Management System.

- Checks to confirm if value processes are in place, maintained throughout the project's implementation and/or IT systems development life cycles and are reviewed periodically to ensure all standard operating procedures reflect the most up-to-date, internationally accepted practices.
- Checks projects' compliance with evolving innovations and supports responsiveness to new technologies as they become available.
- Identify training requirements with project teams and recommend and/or facilitate training sessions on quality assurance i.e. policies, standards and best practices.
- Communicates quality standards and parameters to Project teams, Internal Audit team, and other relevant staff.
- Evaluates Test Strategies / Test Plans to assess quality approaches, timelines, entry/exit criteria for all assigned projects.

2. **Reporting & Stakeholder Engagement**
   - Provides effective and timely communication of project status, progress, issues/gaps and risks to the Project Managers and Project Owners.
   - Prepare and present quality assurance reports to the projects' Steering Committees and the Board Audit Committee (when required) clearly describing the key gaps and practical recommendations for improvement.
   - Attend and participate in Management meetings to enhance understanding of business strategy.
   - Prepare detailed, accurate, and actionable reports that clearly communicate control gaps, risk impacts, and pragmatic recommendations.
   - Formulates timely reports on project quality status and documentation to track progress in assigned projects.
   - Provide regular updates to Senior management and Board Audit Committees (when required) on projects risk trends, benefits realisation and outstanding issues.
   - Offer input on policies, SOPs, and frameworks to ensure they reflect strong internal control principles.

3. **People & Culture**
   - **Team Leadership:** Build and lead cross-functional teams, fostering collaboration, accountability, and high performance.
   - **Skill Development:** Provide mentorship and training to team members on departmental tools, techniques, and industry-specific knowledge, enhancing capability.
   - **Conflict Resolution:** Mediate and resolve team conflicts or stakeholder disputes, maintaining focus on project goals.

Key Competencies

- **Strategic Thinking & Business Insight.** Understands business operations and aligns priorities with strategic objectives.
- **Communication and Influencing:** Excellent communication skills to convey complex findings and recommendations to various stakeholders effectively.
- **Professional Integrity:** Upholding the highest ethical standards, independence, and objectivity in conducting audits and handling sensitive information.
- **Relationship Management:** Building and maintaining strong working relationships with senior management and key stakeholders to facilitate effective communication and collaboration.
- **Leadership & Team Management:** Ability to guide, motivate, and develop the assigned teams.
- **Analytical & Problem-Solving Skills**: Strong ability to interpret data, identify patterns, and propose practical solutions.

- **Adaptability & Continuous Improvement Mindset:** Proactive in identifying emerging risks and improving processes.

Academic Background & Relevant Qualifications

1. Bachelor's degree in Business, Computer Science, Operations or related fields.
2. Project Assurance qualifications, Licenses or certifications which may include ISO 9000, PMP, PMI, Certified Internal Auditor
3. Certified Information Systems Auditor will be an added advantage.
4. Knowledge of the ISO 9001 standard is good to have.
5. Previous experience in Project audit/ Quality Assurance, preferably within financial institutions' environment
6. Experience interacting with senior leadership/ board committees
7. Prior involvement in project implementation processes is an added advantage.
8. Proven track record of delivering value-adding insights that support business strategy.
9. Problem Solving and root cause analysis skills

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 22nd July 2026

Only shortlisted candidates will be contacted.