



Job Ref. No: JHUB 001

Position: Administration & Operations Officer

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 an **Administration & Operations Officer** within **Jhub SEZ Limited**. The position holder will report to the **Finance Manager** and will be based at the TRIFIC Offices in Nairobi.

Role Purpose

The Operations & Administration Officer is responsible for coordinating the day-to-day operational and administrative activities of Jhub SEZ Limited to ensure the smooth running of the organisation. The role provides operational support across office administration, procurement, finance coordination, customer experience, vendor management, and facilities while supporting governance and compliance requirements. Working within a lean startup environment, the role holder will collaborate across multiple functions, establish efficient operational processes, and provide administrative support that enables the business to scale effectively.

Key Responsibilities

Strategy

1. Support implementation of the company's operational strategy in alignment with organisational objectives.
2. Contribute to the development and continuous improvement of operational processes, policies, and administrative procedures.
3. Monitor operational performance and recommend improvements that enhance efficiency, service delivery, and cost effectiveness.
4. Support business planning activities by providing operational information and administrative coordination.
5. Participate in initiatives that strengthen operational readiness as the organisation grows.

Operational

1. Coordinate day-to-day office operations to ensure efficient business continuity.

2. Manage office administration, facilities, workspace, supplies, equipment, and general office services.
3. Coordinate procurement activities including sourcing quotations, supplier engagement, purchase requests, purchase orders, and delivery follow-up.
4. Maintain supplier records, contracts, and procurement documentation.
5. Support finance administration through invoice processing, payment follow-up, petty cash management, expense tracking, reconciliations, and coordination with finance service providers.
6. Serve as the first point of contact for clients, visitors, partners, and service providers, ensuring a professional customer experience.
7. Coordinate customer enquiries, issue resolution, and follow-up to ensure timely service delivery.
8. Coordinate travel arrangements, meetings, events, logistics, and visitor management.
9. Maintain operational records, asset registers, inventory records, and administrative documentation.
10. Support onboarding and offboarding activities for employees, consultants, and partners.
11. Prepare operational reports, procurement updates, expenditure summaries, and administrative dashboards.
12. Support implementation of business continuity initiatives, operational risk mitigation measures, and workplace health and safety requirements.
13. Coordinate with shared service providers and external partners to ensure uninterrupted business operations.
14. Perform any other duties assigned by the Finance Manager.

Corporate Governance

1. Ensure compliance with organisational policies, procurement procedures, financial controls, and statutory requirements.
2. Maintain accurate operational documentation to support governance, audit, and regulatory requirements.
3. Monitor adherence to internal approval processes and delegated authority limits.
4. Support internal and external audit activities through timely provision of documentation and operational information.
5. Safeguard confidentiality of organisational information and maintain appropriate records management practices.

People and Culture

1. Promote a customer-focused, collaborative, and service-oriented working environment.
2. Support employee engagement activities, staff events, and workplace initiatives.
3. Build positive working relationships with internal and external stakeholders.
4. Contribute to a culture of accountability, professionalism, continuous learning, and operational excellence.

Key Competencies

1. Strong organisational and planning skills.
2. Excellent communication and interpersonal skills.
3. Customer service orientation.
4. Problem-solving and sound judgement.
5. High attention to detail and accuracy.
6. Ability to manage multiple priorities in a fast-paced environment.
7. Integrity, professionalism, and confidentiality.
8. Adaptability and willingness to take on diverse responsibilities.
9. Initiative and a continuous improvement mindset.

Academic Background & Relevant Qualifications

1. Bachelor's degree in Business Administration, Procurement & Supply Chain Management, Finance, Commerce, Operations Management, or a related field from a recognised institution.
2. Professional certification in Procurement, Administration, Customer Experience, or Project Management will be an added advantage.
3. 2–3 years' experience in office administration, operations, business support, or a similar role.
4. Experience supporting procurement, finance, or customer service activities.
5. Experience working in a startup, technology, innovation, consulting, or professional services environment will be an added advantage.
6. Demonstrated ability to coordinate multiple operational activities simultaneously.
7. Experience interacting with vendors, customers, and cross-functional stakeholders.
8. Proficiency in Microsoft Office applications and digital collaboration tools.

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@Jubileekenya.com quoting the Job Reference Number and Position by
13th August 2026.**

Only shortlisted candidates will be contacted.