



Job Ref. No: JHUB 004

Position: Manager - RPA

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 **Manager -RPA** within **Jhub SEZ Limited**. The position holder will report to the **Senior Manager - RPA** and will be based in Nairobi.

Role Purpose

The Manager - RPA provides strategic and operational leadership for the organization's Robotic Process Automation function. The role is responsible for identifying automation opportunities, managing automation delivery teams, establishing governance standards, and ensuring successful implementation and scaling of intelligent automation initiatives across the enterprise.

Key Responsibilities

1. Automation Strategy and Leadership

- Develop and execute the organization's RPA and intelligent automation roadmap.
- Establish and manage the RPA Centre of Excellence (CoE).
- Drive enterprise-wide adoption of automation technologies.
- Align automation initiatives with business objectives and digital transformation goals.
- Build a pipeline of automation opportunities and prioritize initiatives based on value realization.

2. RPA Delivery and Program Management

- Oversee end-to-end automation project delivery.
- Ensure automation solutions meet quality, security, and performance standards.
- Manage automation budgets, timelines, resources, and vendor relationships.
- Lead project governance and executive reporting.
- Monitor realization of automation benefits and ROI.

3. Team Development and Capability Building

- Lead, mentor, and coach RPA Developers, Analysts, and Automation Specialists.
- Develop team capabilities and certification plans.
- Promote knowledge sharing and continuous learning.
- Foster a culture of innovation, accountability, and excellence.

4. Governance, Compliance and Risk Management

- Establish automation governance frameworks, standards, and policies.
- Ensure compliance with regulatory, audit, cyber security, and risk requirements.
- Chair automation review and approval forums.
- Manage operational and technology risks related to automation platforms.
- Ensure business continuity and disaster recovery plans for automation environments.

5. Innovation and Emerging Technologies

- Drive adoption of intelligent automation technologies, including AI, OCR, NLP, Process Mining, and Machine Learning.
- Evaluate emerging automation tools and technologies.
- Identify opportunities to enhance automation scalability and operational efficiency.
- Support enterprise innovation initiatives.

6. Stakeholder Management

- Partner with business leaders to identify and prioritize automation opportunities.
- Present automation performance and value reports to senior leadership.
- Manage relationships with technology vendors and implementation partners.
- Promote automation awareness and change management initiatives across the organization.

Key Deliverables

1. Enterprise automation strategy and roadmap implementation.
2. Increased automation adoption across business functions.
3. Achievement of annual automation savings and efficiency targets.
4. Strong governance framework with positive audit outcomes.
5. High-performing RPA team with continuous capability growth.
6. Measurable operational and customer experience improvements through automation.

Key Competencies

1. Strategic Leadership
2. Automation and Digital Transformation Expertise
3. Program and Project Management
4. Stakeholder Management
5. Risk and Governance Management
6. Financial and Business Acumen
7. Communication and Influencing Skills
8. Innovation and Change Leadership

Relevant Qualifications and Experience

1. Bachelor's degree in Computer Science, Information Technology, Software Engineering, or a related field from a recognized institution.
2. Professional certifications such as UiPath RPA Developer Advanced, Automation Anywhere Certified Advanced RPA Professional, or Blue Prism Developer are strongly preferred.

3. Professional Experience: 7+ years in RPA development, software engineering, or a related role and least 3-5 years' experience leading automation teams or programmes.
4. Industry Exposure: Proven track record in insurance, financial services, or technology-driven sectors, ideally with RPA projects.
5. Experience developing bots for processes supporting 500K+ transactions or significant operational impact.
6. Team Collaboration: History of working in agile teams on automation projects.
7. Regulatory Awareness: Familiarity with ensuring compliance in a regulated, multi-country environment

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@Jubileekenya.com quoting the Job Reference Number and Position by
10th September 2026.**

Only shortlisted candidates will be contacted.