



Job Ref. No: JHUB 005

Position: Junior Product Manager

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 **Junior Product Manager** within **Jhub SEZ Limited**. The position holder will report to the **Head of Digital Engineering** 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

Strategy

- Support the development and maintenance of product roadmaps aligned with business priorities and customer needs.
- Conduct market, competitor, and customer research to identify emerging trends, customer pain points, and opportunities for product improvement.
- Support the definition and prioritisation of product features based on customer needs, business value, technical feasibility, and available resources.
- Translate business and customer requirements into clear product requirements, user stories, and acceptance criteria.
- Support the identification and evaluation of opportunities for new products, features, and digital experiences.

Operational

1. Product Development & Delivery

- Support the end-to-end product lifecycle from discovery and requirements definition through development, testing, launch, and continuous improvement.
- Gather and translate business and customer requirements into clear product requirements, user stories, and acceptance criteria.
- Coordinate with software engineering, UX/UI, QA, business, and other relevant teams to support effective product development and delivery.
- Participate in Agile ceremonies and support the prioritisation and timely delivery of product requirements.
- Coordinate user acceptance testing and ensure relevant feedback is incorporated into product enhancements.
- Monitor product releases, track identified issues, and coordinate follow-up with relevant teams to support timely resolution.

2. Customer Experience & Product Insights

- Gather and analyse customer feedback, usage data, and product performance information to identify opportunities for improvement.
- Support customer journey mapping, usability assessments, A/B testing, and other product experiments to improve customer experience.
- Monitor key product performance indicators, including user adoption, engagement, retention, and conversion, and provide relevant insights to support decision-making.
- Support the integration of customer feedback and behavioural insights into product enhancements.

3. Stakeholder & Partner Management

- Collaborate with business stakeholders to understand requirements and maintain alignment on product priorities.
- Work closely with technology and delivery teams to communicate product requirements and resolve delivery challenges.
- Support engagement with external vendors and partners involved in product development and delivery.
- Prepare product updates, status reports, presentations, and other management information for relevant stakeholders.

4. Product Performance & Continuous Improvement

- Monitor product performance against agreed objectives and identify areas requiring improvement.
- Monitor emerging market and technology trends and assess their potential relevance to existing and future products.
- Support continuous improvement of product processes, tools, and practices.
- Support post-launch reviews to assess product performance, customer adoption, and achievement of intended outcomes.

Corporate Governance

- Ensure product development activities comply with relevant policies, standards, regulatory requirements, and risk management practices.
- Identify and escalate product-related risks, issues, and dependencies to the appropriate stakeholders.

- Promote appropriate consideration of data protection, information security, and ethical requirements in product development and enhancement.
- Maintain appropriate product documentation, requirements, decisions, risks, issues, and approvals throughout the product lifecycle.

People and Culture

- Build effective working relationships with business, technology, and other cross-functional teams to support successful product delivery.
- Contribute to a collaborative and customer-focused product development environment.
- Demonstrate accountability, adaptability, and a continuous improvement mindset in the execution of responsibilities.
Participate in relevant learning and development initiatives to strengthen product management and technical capabilities.

Key Deliverables

1. Well-defined and prioritised product requirements aligned with customer and business needs.
2. Effective coordination of product development activities and timely delivery of agreed features.
3. Actionable customer and market insights informing product enhancements.
4. Accurate and timely tracking of product performance and key product metrics.
5. Effective coordination of user testing and incorporation of customer feedback.
6. Continuous improvement of product functionality, usability, and customer experience.
7. Timely product updates, reports, and stakeholder communication.
8. Effective management and documentation of product requirements, risks, issues, and dependencies.
9. Compliance with applicable policies, regulatory requirements, and product governance standards.

Key Competencies

1. Customer-centric mindset and ability to understand customer needs.
2. Strong analytical and problem-solving skills.
3. Good communication and stakeholder engagement skills.
4. Strong organisation and prioritisation skills.
5. Ability to translate business needs into clear product requirements.
6. Collaboration and teamwork.
7. Attention to detail and commitment to quality.
8. Commercial awareness and understanding of business objectives.
9. Adaptability and willingness to learn.
10. Innovation and continuous improvement mindset.

Relevant Qualifications and Experience

1. Bachelor's degree in Business Administration, Computer Science, Information Technology, Digital Marketing, Engineering, or a related field.
2. Professional certification in Product Management, Agile, Scrum, UX, or a related discipline will be an added advantage.
3. 2–4 years' experience in product management, digital product development, business analysis, customer experience, technology, or a related field.
4. Experience supporting the development or enhancement of digital products or platforms.

5. Experience working with Agile delivery teams and cross-functional stakeholders.
6. Experience in requirements gathering, user stories, product documentation, or user acceptance testing.
7. Experience using product analytics or customer insights to inform product improvements will be an added advantage.
8. Experience within financial services, insurance, fintech, or another technology-enabled environment 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
10th September 2026.**

Only shortlisted candidates will be contacted.