



Job Ref. No: JHL 043

Position: Senior Business Analyst

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 **Senior Business Analyst** within **Jubilee Holdings Limited**. The position holder will report to the **Senior Manager – Business & Process Analysis** and will be based at our Head Office in Nairobi.

Role Purpose

The Senior Business Analyst is responsible for bridging business and technical teams by translating business needs into clear technical requirements and managing the requirements lifecycle. The role holder will coordinate solution testing and validation to ensure alignment with business requirements, quality standards, and user expectations, while supporting the delivery of effective solutions that enhance user experience and contribute to the achievement of organisational objectives.

Key Responsibilities

Strategy

1. Analyse business needs and stakeholder requirements to inform the development of effective technical solutions, ensuring alignment between business objectives, customer needs and solution design.
2. Evaluate customer feedback, operational data and market trends to identify opportunities for digital customer experience improvements, process optimisation and innovative solutions.
3. Benchmark industry practices and emerging technologies to inform solution recommendations and support continuous improvement of digital operations.
4. Collaborate with stakeholders to identify opportunities for business process improvement and drive the adoption of agile approaches that enhance operational efficiency and customer outcomes.

Operational

1. Elicit, analyse and document business requirements through stakeholder interviews, workshops, surveys, document reviews, business process descriptions and other appropriate techniques, translating findings into clear business requirements and functional specifications.
2. Critically evaluate information gathered from multiple sources, consolidate findings and communicate actionable requirements to relevant stakeholders within the solution delivery team.

3. Review business processes and systems to identify gaps, inefficiencies and opportunities for improvement in line with changing work practices and emerging technologies.
4. Analyse and document business processes and workflows, recommending improvements that enhance operational effectiveness in collaboration with relevant stakeholders.
5. Conduct root cause analysis of customer complaints, operational issues, audit findings and risk incidents to identify gaps and recommend appropriate solutions.
6. Support market and industry benchmarking activities, analyse comparative findings and identify opportunities to improve Jubilee's digital operations.
7. Collaborate with relevant stakeholders to design and implement effective customer journeys across digital channels and other customer touchpoints, incorporating customer feedback to improve the overall experience.
8. Develop test cases and acceptance criteria, maintain requirements traceability matrices, conduct preliminary quality assurance of developed solutions and support user testing activities to verify that solutions meet business requirements.

Corporate Governance

1. Ensure that proposed solutions comply with applicable industry standards, information security requirements, data protection regulations and internal policies.
2. Adhere to established requirements management guidelines to maintain the quality, accuracy and completeness of business analysis outputs.
3. Seek stakeholder feedback and identify opportunities to improve the quality of business analysis deliverables and customer service standards.

People and Culture

1. Collaborate with business teams, technology teams and internal and external project partners to support the development and delivery of solutions that meet business and customer requirements.
2. Promote knowledge sharing and document lessons learnt throughout the requirements management and solution delivery lifecycle to support continuous improvement.

Key Competencies

- Problem-solving and sound judgement.
- Oral and written communication and presentation skills.
- Stakeholder engagement and relationship management.
- Planning, prioritisation and delivery focus.
- Integrity and accountability.
- Innovation and continuous improvement.
- Systems thinking and solution design.
- Awareness of emerging technologies.

Academic Background & Relevant Qualifications

1. Bachelor's degree in Business, IT or a related field.
2. CBAP certification is mandatory for this role.
3. PMP, PRINCE2, Lean Six Sigma or Agile certification is an added advantage.
4. At least five years' experience in business analysis on complex projects.
5. Experience in requirements gathering, functional specifications, solution testing and stakeholder coordination.
6. Insurance industry knowledge and multi-market experience are desirable additional qualifications.

If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@Jubileekenya.com quoting the Job Reference Number and Position by 30th October 2026
Only shortlisted candidates will be contacted.