



Job Ref. No. JHICU001

Position: Human Resources Business Partner

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 1.9 million clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi, and Mauritius. 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 **Human Resources Business Partner** within **Jubilee Health Insurance Company of Uganda**. The position holder will report to the **Chief Executive Officer** and will be based in Kampala, Uganda.

Role Purpose

The role holder will provide HR Advisory and facilitate leadership for the assigned business units and ensure appropriate interpretation and execution of the organization's people agenda. The role will work closely with Business Heads to deliver the business strategy through effective people practices.

Main Responsibilities

Strategy

1. Human Capital Planning: Developing and implementing human capital plans aligned with the organization's long-term strategic objectives. This includes forecasting talent needs, identifying skills gaps, and devising strategies to attract and retain top talent in critical areas.
2. Succession Planning: Working with leadership to identify key positions within the organization and creating succession plans to ensure a smooth transition of leadership and critical roles as needed.
3. Talent Acquisition and Employer Branding: Developing a strong employer brand to attract top talent in the competitive insurance industry. Implementing effective recruitment strategies to hire individuals with the right skill sets and cultural fit for the organization.
4. Employee Engagement and Retention: Developing and executing initiatives to enhance employee engagement, foster a positive work culture, and reduce turnover. This may include implementing employee recognition programs, career development initiatives, and work-life balance initiatives.
5. HR Analytics and Metrics: Utilizing data and HR analytics to measure the effectiveness of HR initiatives, identify trends, and make data-driven decisions to enhance HR practices.
6. Leverage new & emerging technologies to improve the organization's operational efficiency.

Operations

1. Provide world class HR services to the business unit, supporting managers on all aspects of HR function with an emphasis on taking responsibility and ownership on decision involving people issues.
2. Participate in the annual HR strategy planning and drive implementation within the assigned units
3. Accountable for strategic execution such as current and planned organization designs, attraction and retention of key talent and creating a high-performance culture within the Business Unit
4. Guide Business decision through accurate and relevant HR metrics preparation, specifically monitoring and advising on Headcount and employment costs
5. Assist in the review of the HR Policy manual to keep it relevant and up to date
6. In liaison with HR Specialists, educate Management on key aspects such as Job Evaluation, Reward, Employee Relations, Talent Search/Management, Learning and Development, Succession Planning etc.
7. Effectively manage change to ensure all organizational projects are well implemented and realize the intended benefits.
8. Advising on legislation and other business climate changes that impact the assigned units' HR plans.
9. Acts as HR quality controller & maintains standards and best practice within assigned business units

Talent, Recruitment & Organization Design (OD) Alignment

- Ensure the OD for the function is aligned and effective; assess and advise on gaps regularly
- Develop manpower plan for the Business Unit.
- Managing development and implementation of the Human Resource Plan
- Present to the Head of HR the recruitment needs of the function and communicate all intended promotions and staff movement
- Ensure suitable and cost-effective recruitment and retention strategies exist that comply with Company policies and HR related legislation
- Assess the talent pipeline for the function and develop succession plans.
- Keep abreast of the talent pool to be able to facilitate cross-functional and inter-country moves.
- Manage the end to end on boarding process for new recruits; ensuring best practices are adhered to.
- Maintain a high standard of professional recruitment practice for all positions

Performance Management

- Oversee the integrity of the Performance Management process and prepare quarterly reports for the assigned unit and ensure alignment to defined Group Performance benchmark
- Guide the goal setting process for the function and individual goals setting to ensure alignment with strategic objective, giving feedback throughout the Performance Management cycle.
- Managing of PIPs, probation, and staff confirmation
- Partner with business lines to identify core business skills and implement agreed strategies to ensure that employees are adequately and continuously up skilled to match the skills requirements
- Link the performance management outcomes with reward by ensuring that devolved pay principles are applied.
- Ensure Performance improvement intervention and consequence management is put in place where required.

Learning and Development

- Development of a staff induction program and oversee its implementation.
- Ensure Learning & development activities are within budget.
- Identifying training needs through the performance management cycle in conjunction with the line managers
- Ensure personal development plans are in place and follow-up on progress.
- Assess execution of learning interventions with the Training Manager to ensure high quality is maintained.
- Work with the Training Manager to design learning solutions as appropriate.

Employee Relations

- Challenging and provoking business leaders on employee engagement by addressing resulting people issues.
- Responsible for management of disciplinary processes, ensuring compliance with the labor laws and Company's Policy within the Business Unit
- Ensure line managers are kept informed of changes to the interpretation and application of disciplinary procedures necessitated by Labor Court decisions.
- When necessary, conduct field visits to the Branches offices to review HR procedures & support staff needs.
- Leading in the implementation and service delivery in benefits management, employee welfare, leave management and exit management in line with policies, processes, and procedures.
- Assist in the Development and maintain HR record management ensuring security of information.
- Ensure all issues raised through the representatives and staff in general are actioned,
- Develop an Action plan emanating from the Employee Satisfaction Survey and advise the leadership on follow through of the Action plans.

Corporate Governance

1. Compliance: Stay updated on insurance related, industry regulations, compliance requirements, and best practices.
2. Adherence to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.
3. Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

Leadership & Culture

1. Building the team capabilities and ensuring adequate succession planning within the department
2. Fostering a corporate culture that promotes ethical practices and good corporate citizenship while maintaining a conducive work environment.
3. Collaborate with cross-functional teams to develop initiatives that promote a positive and inclusive company culture.
4. To provide the much-needed transformational leadership to meet and surpass the expectations of stakeholders.
5. Set performance targets and objectives, monitor progress, and ensure timely completion of activities.
6. Conduct regular team meetings and training sessions to enhance skills and knowledge related to claims handling and industry trends.
7. Building relevant departmental capacity to deliver on strategy by leading, guiding, directing, and evaluating the work of the team.

Key Competencies

1. HR Strategy Alignment: Collaborating with business leaders to align HR strategies with the organization's overall business objectives and ensuring that HR initiatives support the company's mission and vision.
2. Talent Acquisition and Onboarding: Attracting and hiring the right talent for the life and health insurance companies through effective recruitment strategies and ensuring a smooth onboarding process for new employees.
3. Performance Management: Supporting managers in the implementation of performance management processes to drive individual and team performance aligned with business goals.
4. Employee Development and Training: Identifying employee development needs and implementing training programs to enhance skills and competencies within the organization.
5. Employee Engagement: Developing and executing initiatives to enhance employee engagement, job satisfaction, and overall employee experience.
6. Succession Planning: Partnering with business leaders to identify potential successors for key positions and developing talent pipelines to ensure continuity in critical roles.

7. Compensation and Benefits: Designing and implementing competitive compensation and benefits programs that attract and retain top talent.
8. Organizational Design and Restructuring: Assisting in organizational design and restructuring efforts to ensure an efficient and effective workforce structure.

Academic Qualifications

1. Master's degree will be an added advantage.
2. A bachelor's degree in HR or related field.
3. Higher Diploma in HRM or progress in CHRP
4. A Full Member of IHRM with a Valid Practicing Certificate

Relevant Experience

1. Minimum of eight years relevant experience in a similar role, three of which must be in a supervisory role.
2. Considering the dynamic and competitive nature of the insurance sector, a Senior HR Officer is expected to have a thorough understanding of the industry's talent landscape and be skilled in talent retention and development strategies.
3. Should have a strong understanding of HR best practices, industry-specific HR requirements, and business acumen.
4. Expected to possess a comprehensive understanding of the organization's goals and challenges, enabling them to align HR strategies with the overall business objectives.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 6th August 2024.
Only shortlisted candidates will be contacted.**