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| Job Title | **Manager** | | Department | | Life | |
| Section | | Pension and Individual Life -Claims | |
| Job Category | **Deputy Head of Claims (Pension and Individual Life)** | | Reports To | | Chief Manager-Claims | |
| Job Serial/Code No. | JD/LIFE/PEN/M/02 | | Location/Branch | | Head Office -Nairobi | |
| **Main Purpose of the Job - (Job Summary)** | | | | | | |
| Developing and managing the Pension and Individual Life claims processes to achieve customer satisfaction in line with the company strategy. | | | | | | |
| **Main Responsibilities** | | | | | | |
| 1. Ensure implementation of the Life department claims strategy, policies, processes and procedures to support the achievement of the overall business objectives. 2. Support the full implementation of online claims settlement. 3. Implement Document Management system to ensure paperless process. 4. Do proper vetting and verification of claims documents and processes. 5. Ensure correct computations of all claims and commissions and rewards. 6. Support the mentoring claims team members. 7. Ensuring proper reports are prepared and filed for decision making purpose. 8. Following on outstanding claims and initiating settlement mechanism process. 9. Offering advice to the department on claims decision making process. 10. Ensuring that the business strategy and company policies in relation to pension and individual life claims comply with all regulatory provisions and statutory requirements and the same is understood by the life staff handling claims. 11. Coordination of work in the life department claims sections. 12. Identifying, implementing and benchmarking best practices in claims management. 13. Support an efficient customer service to both internal and external client by providing required services. 14. Implementing change initiatives to achieve desired business plans and culture. 15. Any other duties assigned | | | | | | |
| **Key Deliverables (specific to this position)** | | | | | | |
| * Proper vetting of claims documents. * Timely and accurate processing of claims, commissions and rewards. * Teamwork in the department * Efficient customer care services * Advanced electronic systems and processes on claims settlement and storage. | | | | | | |
| ***Key Indicators*** | | | | ***Key Interfaces*** | | |
| Resources Responsible for | Direct Reports (**Jobs reporting to this position)** | | | Internal | | External |
| **<Refer to Business Targets>** | * Assistant Manager * Administrative Officers | | | * Finance Department * Information Communication Technology (ICT) Department * Internal auditors * Life Department | | * External Auditors * Regulators such as RBA, IRA, UFAA |
| **CRITICAL SUCCESS FACTORS FOR THE JOB** | | | | | | |
| **Job Specifications** | | **Key Drivers** | | | | **Relevant Experience** |
| **Academic Qualifications**   * Bachelors Degree In Business or any other related field   **Professional Qualifications**   * ACII/AIIK OR * CPA | | **Key Job Skills (specific to the job)**   * Interpersonal skills * Financial skills * Management skills   **Insurance Skills (special Category)**   * Pension Business Administration skills * Basic financial management skills   **General Skills**   * Communication skills * Interpersonal skills * Customer Service * IT skills (fluency)   **Our Competencies/Behaviours**   * Integrity * Reliability * Transparency * Professionalism * Teamwork * Quality | | | | At least 5. years of relevant experience |

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| *Supervisor/Management:* | *Name:……………………………………………………………………*  *Signature……………………………………………. Date ……………* |
| *Job Holder:* | *Name:………………………………………………………………………*  *Signature:……………………………………………Date: ……………* |