



**KENINDIA**



**Job Vacancy**

The business seeks to fill the following vacancy:

## Head of Medical Business

Reporting to General Manager - Operations

### JOB PURPOSE

To provide overall leadership including underwriting & claims and management of the medical business to ensure that the revenue growth and targets are achieved, that the products offered are competitive and that service delivery and customer service are delivered with highest standards for profitability and business sustainability.

### PRINCIPAL ACCOUNTABILITIES

#### Strategy Development & Implementation

- Participate in the development and implementation of the overall company's strategic plan.
- Responsible for the development and implementation of departmental strategic objectives and initiatives and implementation plan within the department in line with corporate goals.
- Prepare departmental budget and ensure adherence and minimization of expenditure to manage costs.
- Understand the value drivers of the business and identify profitable commercial opportunities to grow revenue and market share.
- Responsible for growth of emerging markets and distribution channels.
- Build a sustainable, cost effective, impactful approach to customer acquisition, servicing model and retention.
- Prepare, circulate, and regularly update the departmental guidelines to be followed every year.
- Assessing the risks to the business on any new opportunities.
- Implement a cash and carry culture at the point of business acquisition and structured credit approval on corporate business to build liquid reserves
- Collect relevant information and feedback from the market to be incorporated in developing innovative products to meet the changing clients' needs.
- Supervise the medical team with a view to ensuring achievement of strategic departmental objectives and eventually company objectives in line with the strategic plan

- Prepare medical department reports to support management decision.

#### Business Development

- Champion the acquisition of business in line with the Division's growth strategy through, retention, generic growth, and acquisition of new business
- Support business development to develop strategic recommendations related to market competition, products, and pricing.
- Develop key strategic partnerships to aid in business growth and service provision.

#### Operations

- Review the risks accepted in the company to ensure that they are within the set underwriting guidelines and are covered under the reinsurance program.
- Provide guidance to underwriting team on various enquiries for risk acceptance
- Manage renewal process to achieve the set turnaround time for issuance of renewal notices and deliver the desired retention and directly negotiate major corporate renewals to achieve the set business retention parameters.
- Provide technical expertise on rates review depending on specific class loss ratio. Performance to within the set loss ratio.
- Setting up authority levels in the department and ensuring adherence to set levels.
- Developing the relationship with existing clients, intermediaries, and financial institutions to ensure continued business growth.
- Ensure continuous audit of all systems and procedures are carried out and data audit for integrity and correctness at all times.



We are now ISO 9001 Certified

**Your Stability, Our Priority**



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- Manage relationships with clients, intermediaries, and service providers to ensure agreed service level agreements are achieved and goodwill with all stakeholders is maintained.
- Effectively manage the credit control status to ensure that premium payment is done on a timely basis.
- Medical claims Management –Ensure the medical claims are processed in time, audited, fraud detection and claim cost reduced

**Provider Management**

- Management of the health service provider for efficiency and effectiveness in service delivery and facilitating their bills settlement within set parameters.
- Reviewing service providers to ensure quality in service provision and good outcomes.

**Care Management**

- Developing, reviewing and implementing an effective and efficient care management system
- Engaging service providers on the health of clients to maximizing benefits from their covers
- Ensure customers receive high quality medical care and at a reasonable cost through ensuring daily audit and concurrent review of all admissions.

**Staff Management**

- Provide leadership to the medical team through training and staff motivation to achieve the medical unit objectives.
- Conduct as per company guideline performance management process from setting key performance indicators with staff in the department, review of performance and continuous coaching and mentoring in the department.

**Risk & Compliance**

- Compliance with the regulatory requirements and all regulatory bodies ie IRA/AKI

- Ensure that all activities and duties are carried out in compliance with all regulatory requirements, Operational Risk Framework and internal policies & Standards.
- Managing the implementation of internal and external audit and risk recommendations within the agreed timelines.

**KNOWLEDGE AND EXPERIENCE.**

**Qualifications:**

- A Bachelor's degree in Business Related Course/ Actuarial Science/ Medical Related course

**Professional Qualifications**

- Diploma in Insurance (ACII / AIK)
- Member of a relevant professional body

**Experience:**

- Nine(9) years' relevant working experience, four (4) of which should have been at manager level and above in a similar role

**Knowledge**

- A strong understanding and experience of the insurance industry and Healthcare in Kenya

**SKILLS AND COMPETENCIES**

- Strong Leadership skills with ability to motivate and inspire teams
- Problem solving and conflict resolution
- Client Management and Negotiation skills
- Risk management and analytical skills
- Good communication skills and Interpersonal relationship
- Highest level of personal and professional integrity
- Emotional Intelligence
- Visionary
- Relationship Building
- Strategic Thinking
- Commercial Acumen
- Stakeholder Management

To apply, send your Curriculum vitae (CV) and cover letter to [recruitment@kenindia.com](mailto:recruitment@kenindia.com) and quote the job title on the subject of the e-mail by **22<sup>nd</sup> January 2026 at 5:00pm.**



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