



KENINDIA

ASSURANCE COMPANY LIMITED
General Business | Life & Pensions | Health



Job Vacancy

The business seeks to fill the following vacancy:

Senior Pension Relationship Officer

Reporting to Head of Pension

JOB PURPOSE

The Senior Pension Relationship Officer is responsible for managing and strengthening relationships with corporate pension scheme clients, trustees, and members to ensure high levels of client satisfaction, retention, and service delivery. The role supports business growth through cross-selling opportunities, client engagement, and promotion of pension products and services.

Working closely with internal teams, the officer ensures timely resolution of client queries, accurate reporting, and compliance with regulatory requirements. The role also involves coordinating client meetings, preparing reports and presentations, and monitoring scheme performance, contributions, and benefit processing.

PRINCIPAL ACCOUNTABILITIES

- Develop and oversee the execution of strategic client service and retention plan for the Corporate Pensions Division under the guidance of the HOD.
- Provide Support for the implementation of business growth initiatives by identifying cross-selling and upselling opportunities across pension and investment products.
- Build and maintain strong relationships with existing and prospective clients, partners, and stakeholders.
- Serve as the primary point of contact for assigned pension scheme clients, trustees, and members, ensuring consistent, timely, and professional communication.
- Prepare and deliver presentations, proposals, and pitches to prospective clients and partners.
- Facilitate member education sessions, trustee meetings, and client briefings bring awareness and confidence in Kenindia's retirement products and services.
- Maintain proactive client communication through periodic updates, newsletters, and feedback sessions.
- Develop and nurture long-term relationships with corporate clients, enhancing retention and satisfaction levels.
- Collaborate with internal departments (Pension Operations, Finance, Legal, IT) to ensure efficient service delivery, query resolution, and timely response to client requests.
- Monitor contribution collections, benefit processing, and reconciliations in coordination with relevant teams to meet agreed turnaround times.
- Support the preparation and review of scheme reports, benefit statements, and other client deliverables.
- Maintain accurate and up-to-date client records, service logs, and meeting documentation in line with operational policies.

- Coordinate with external administrators and auditors to ensure timely submission of reports and compliance.

MINIMUM QUALIFICATIONS - KNOWLEDGE AND EXPERIENCE

- Bachelor's degree in Business Administration, Finance, Economics, or Actuarial Science from a recognized institution.
- Professional certifications in pensions, financial planning, or customer relationship management (e.g., CRM, TDPK, CII, CIFA, CISI, or RBA-accredited programs) are highly desirable.
- A Master's degree will be an added advantage.
- Minimum of 4-6 years of experience in client relationship management, preferably within life insurance, pension administration, or fund management.
- Demonstrated experience in managing institutional clients, pension schemes, or investment accounts.
- Proven track record in client reporting, investment communication, and regulatory compliance.
- Strong analytical and problem-solving abilities with attention to accuracy and detail.

SKILLS AND COMPETENCIES

Key Job Skills

- Relationship Management & Stakeholder Engagement
- Investment Awareness & Analytical Thinking
- Customer Service Orientation
- Report Writing & Presentation Skills
- Knowledge of Pension Regulations and RBA Guidelines
- Attention to Detail & Data Accuracy
- Teamwork and Collaboration
- Ethical Integrity and Professionalism

Competencies

- Integrity
- Honesty
- Reliability
- Transparency
- Professionalism
- Teamwork
- Confidentiality
- Empathetic

Submit your application by logging in to <https://kenindiahr.peopleshr.com/jobportal> no later than **11th May 2026 at 5:00 p.m.**



We are now ISO 9001 Certified

Your Stability, Our Priority