



KENINDIA

ASSURANCE COMPANY LIMITED
General Business | Life & Pensions | Health



The business seeks to fill the following vacancy:

Administrative Officer – Group Pension –Umbrella Fund

Lead-Umbrella Fund

JOB PURPOSE

The Administrative Officer – Group Pension – Umbrella Fund is responsible for the efficient administration of assigned corporate sponsors under the Kenindia Umbrella Retirement Fund. The role ensures accurate and timely processing of member contributions, maintenance of member and sponsor records and reconciliation of scheme accounts, regulatory compliance, and effective client relationship management. The officer also coordinates governance meetings, member education programs, regulatory reporting, and corporate sponsor engagements while ensuring compliance with the Retirement Benefits Act, RBA Regulations, Trust Deeds and Rules, Service Level Agreements (SLAs), and internal policies.

PRINCIPAL ACCOUNTABILITIES

- Receive, verify, reconcile and ensure accurate and timely posting of member contributions for all assigned corporate sponsors.
- Capture, maintain and update member records, including new member registrations, exits, beneficiary nominations and employer information.
- Ensure all member nomination forms and supporting documents are complete, updated and maintained in accordance with the Trust Deed and Scheme Rules.
- Monitor employer contribution remittances and proactively follow up outstanding contributions to ensure compliance with statutory and scheme requirements.
- Establish new corporate sponsor accounts by capturing employer details, member information and all relevant scheme data within the pension administration system.
- Ensure all scheme onboarding documentation is complete, including Employer Application Forms, participation agreements, member application forms, beneficiary nomination forms and all regulatory documentation. Follow up with sponsors to obtain any outstanding documentation.
- Prepare and reconcile contribution schedules, withdrawal schedules, transfer schedules, expense schedules, consolidated fund schedules and other financial information required for statutory audits, financial reporting and management reporting.
- Carry out monthly reconciliation of employer contributions, member records and sponsor accounts, investigate discrepancies and ensure timely resolution of all variances.
- Sign off member balances for all withdrawals, transfers, death claims and other members exits and confirm the accuracy of the member's bio data
- Coordinate the preparation and circulation of notices, agendas, presentations, board papers and supporting documentation for Trustee Meetings, Management Committee Meetings, client clinics and Annual General Meetings (AGMs).
- Attend Trustee Meetings, AGMs, Management Committee Meetings and client meetings, prepare attendance registers, record accurate minutes and ensure timely follow-up of all agreed action points.

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PRINCIPAL ACCOUNTABILITIES CONT...

- Prepare Trustee reports, client reports, management reports and other operational reports required to support decision-making. Prepare presentations, attendance registers and post-meeting action points ensuring timely communication and implementation of agreed resolutions.
- Plan, coordinate and conduct member education sessions, client clinics and other client engagement forums through both physical and virtual platforms.
- Maintain an up-to-date Scheme Activities Calendar, ensuring all governance meetings, regulatory filings, client engagements and statutory obligations are completed within prescribed timelines.
- Prepare and submit quarterly regulatory returns and any other statutory reports to the Retirement Benefits Authority (RBA) and other regulatory bodies within the prescribed timelines.
- Maintain complete, accurate and secure records of corporate sponsors, member information, correspondence, contribution schedules, receipts and statutory documents in both physical and electronic formats.
- Respond promptly and professionally to client emails and enquiries, providing accurate information, practical solutions and maintaining agreed service turnaround times.
- Monitor all client service requests to ensure timely resolution, proactively follow up outstanding issues, escalate complex matters where necessary and keep clients informed throughout the resolution process to achieve high levels of customer satisfaction.
- Liaise with Claims, Legal & Compliance, Information Technology and other service providers to facilitate efficient administration of corporate sponsors.

- Support internal and external audits by preparing and providing accurate documentation, reconciliations, schedules and other information as required.
- Ensure compliance with internal policies, Trust Deeds and Rules, Retirement Benefits Authority Regulations, tax legislation, Anti-Money Laundering (AML) requirements and other applicable legal and regulatory requirements.
- Maintain the highest standards of professionalism, confidentiality, integrity and ethical conduct when handling corporate sponsor and member information.
- Perform any other duties assigned by the Team lead Umbrella fund.

KNOWLEDGE AND EXPERIENCE

Academic Qualifications

- Bachelor's Degree in Insurance, Actuarial Science, Finance, Accounting, Business Administration, Economics or a related field.

Professional Qualifications

- Diploma in Insurance (AIK) or equivalent professional qualification.
- Progress towards Pension Administration or other relevant professional qualification will be an added advantage.

SKILLS AND COMPETENCIES

Technical Competencies

Report Writing/ Records Management/ Customer Relationship Management/ Data Analysis/ Presentation and Facilitation Skills/ Documentation Management

Core Competencies

Integrity/ Accountability/ Professionalism/ Customer Focus/ Teamwork/ Attention to Detail/ Analytical Thinking / Communication Skills / Planning and Organizing/ Problem Solving/Time Management/ Reliability/ Confidentiality

Submit your application by logging in to <https://kenindiahr.peopleshr.com/jobportal> no later than **28th August 2026** at **5:00 p.m.**

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