



KENINDIA

ASSURANCE COMPANY LIMITED

General Business | Life & Pensions | Health



The business seeks to fill the following vacancy:

Branch Manager – General Business, Nakuru Branch

Reporting to General Manager – Operations & Marketing

JOB PURPOSE

The job involves overseeing branch sales & administrative operations to ensure completion of performance targets in respect to underwritten premium, client recruitment, quality service and expenses control to achieve business objectives.

PRINCIPAL ACCOUNTABILITIES

A. Business Development & Sales Growth

- Promote business growth and achieve performance targets by marketing Kenindia as a brand and selling insurance products to new and existing customers.
- Monitor market activities and identify opportunities to improve services and remain competitive.
- Visit, develop, and maintain strong relationships with customers and key accounts.
- Handle customer queries and escalate significant or persistent concerns to management.

B. Branch Operations & Compliance

- Ensure branch operations run smoothly and profitably while delivering quality service.
- Drive branch-level operations and ensure compliance with company policies and procedures.
- Manage and implement change initiatives aligned with business plans and culture.
- Perform any other duties as assigned by management.

C. Underwriting Oversight & Risk Management

- Analyze and approve quotations, including rating discounts, within set authority limits.

- Recommend risks for surveys and appoint vehicle valuers in line with company guidelines.
- Review and recommend revisions to policy terms and conditions.
- Verify, approve, and sign underwriting documents (policies, endorsements) within limits.
- Ensure all branch files are reviewed at renewal and underwriting hub recommendations implemented.
- Prepare, monitor, and analyze branch underwriting reports and make recommendations.

D. People Management & Talent Development

- Train agents, set performance targets, and monitor their performance.
- Coach, mentor, develop, and evaluate underwriting and branch staff.
- Lead performance management to achieve high productivity and service standards.

E. Strategy, Reporting & Best Practices

- Identify, implement, and benchmark best management and operational best practices.
- Prepare and analyze branch performance and underwriting reports for management.

Your Stability, Our Priority



We are now ISO 9001 Certified

KNOWLEDGE AND EXPERIENCE

Experience:

- Undergraduate Degree in any field
- Professional Insurance Qualifications ACII or AIIK
- Diploma in Marketing an added advantage
- At least 5 years of relevant experience of successfully heading a branch of an insurance Company

SKILLS AND COMPETENCIES

- Sales skills
- Underwriting skills - must be able to give accurate quotations
- Problem solving and decision making skills
- Relationship building skills
- Networking skills

- Staff supervision, training and performance management skills
- Management skills
- Product knowledge.
- Insurance knowledge
- Communication skills
- Interpersonal skills
- Customer Service
- IT skills (fluency)
- Integrity
- Reliability
- Transparency
- Professionalism
- Teamwork
- Quality

Submit your application by logging in to <https://kenindiahhr.peopleshr.com/jobportal> no later than **25th September 2026** at **5:00 p.m.**

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