



KENINDIA

ASSURANCE COMPANY LIMITED

General Business | Life & Pensions | Health



The business seeks to fill the following vacancy:

Deputy Head of Claims-Pensions

Reporting to Head of Claims - Pensions

JOB PURPOSE

To support the Head of Claims in planning, coordinating, reviewing, approving, and controlling Retirement Benefits claims processing to ensure timely, accurate, compliant, and customer-focused settlement of retirement benefits in accordance with respective schemes' Trust Deed and Rules, Company Policies, Regulatory Requirements, and established service level agreements and standards.

PRINCIPAL ACCOUNTABILITIES

A. Claims Processing Oversight

- Review pension claims received from claims officers before escalation for approval.
- Authorize claims within delegated financial authority limits.
- Ensure accurate computation of retirement benefits, death benefits, early withdrawal benefits, ill-health benefits, emigration benefits and bulk scheme transfer values.
- Verify claim supporting documents for completeness and compliance.
- Monitor claims turnaround times against client established service level agreements (SLAs) and Internal Service Standards.

B. Technical Review and Quality Control

- Perform second-level technical review of claims calculations.
- Confirm that all claims are processed in compliance with trust deeds and rules, and regulatory provisions.
- Identify discrepancies, fraud indicators, or non-compliance risks before settlement.
- Recommend corrective actions on flagged claims.

C. Approval and Escalation Control

- Recommend claims for Head of Claims approval.

- Escalate exceptional claims and Funds Transfers requiring legal or actuarial interpretation.
- Support preparation of claims approval schedules for management committees as per the claims' approval matrix.

D. Risk Management, Fraud Prevention and Process Improvement

- Monitor and identify suspicious claims patterns.
- Enforce maker-checker controls in the claims settlement process.
- Strengthen internal controls in claims approval processes.
- Recommend automation improvements in pension claims administration.
- Support claims process review and policy enhancement.

E. Regulatory Compliance and Reporting

- Ensure claims administration complies with requirements of Retirement Benefits Act and Regulations.
- Support in both internal and external audit responses relating to pension claims files.
- Prepare weekly and monthly claims reports covering Claims received, Claims settled, Outstanding claims, Turnaround time and Exception claims.
- Present departmental performance reports to management.

Your Stability, Our Priority



PRINCIPAL ACCOUNTABILITIES

F. Customer Service and Stakeholder Management

- Handle escalated customer complaints relating to delayed or disputed pension claims.
- Liaise with Trustees, Employers, Umbrella Fund Management Committees, Scheme Members and their beneficiaries, and intermediaries as may apply, on claims related matters.
- Provide technical clarification to clients on Retirement benefits entitlement.

G. Team Leadership

- Allocate claims workload among claims officers to ensure fair distribution of work.
- Monitor productivity and quality performance of the claims' officers.
- Coach and mentor claims staff.
- Conduct technical training for claims staff in a bid to build their capacity.

KNOWLEDGE AND EXPERIENCE

Experience:

- Bachelor's Degree in Insurance, Finance, Actuarial, Applied Statistics, Accounting or Business-related courses.
- In-depth knowledge of RBA Regulations and Pension Tax Laws.
- Diploma in Insurance (AIK/ACII).
- CPA/ACCA/Actuarial progress is an added advantage.
- At least 5 years' experience in Retirement Benefits Schemes Administration/Pension Claims.
- At least 2 years in a supervisory role.

SKILLS AND COMPETENCIES

- Excellent Communication Skills both written and verbal.
- Excellent Customer Service Skills.
- Analytical thinking and attention to detail.
- Integrity.
- Ethical.
- Competent in pension benefits computation, regulatory interpretation, claims audit control and risk assessment.
- Stakeholder management.

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

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We are now ISO 9001 Certified