



**Job Ref. No: JLIL 310**

**Position: Real Estate Manager**

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, Asset Management and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 1.9 million clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi, and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit [www.JubileeInsurance.com](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for the **Real Estate Manager** within **Jubilee Life Insurance Limited**. The position holder will report to the **Chief Finance Officer** and will be based at our Head Office in Nairobi.

### **Role Purpose**

The role holder will be responsible for overseeing and managing the organization's real estate portfolio in Kenya. This role involves developing strategic plans, managing property operations, ensuring compliance, fostering stakeholder relationships, and leading the property team to optimize portfolio performance, sustainability, and tenant satisfaction in a dynamic market.

### **Main Responsibilities**

#### **1. Strategy & Planning**

- Develop and implement strategic plans for the real estate portfolio, aligning with organizational goals and Kenya's urban growth trends.
- Analyze market data (e.g., rental rates, occupancy, Nairobi's commercial/residential demand) to drive portfolio growth and diversification.
- Leverage data analytics and proptech tools to forecast trends and optimize property value.
- Identify opportunities for sustainable investments, such as energy-efficient upgrades.

#### **2. Property & Asset Management**

- Oversee day-to-day operations, including lease administration, rent collection, tenant relations, and property upkeep.
- Manage budgets (OPEX and CAPEX), integrating cost-saving measures like green technologies.
- Coordinate maintenance, repairs, and renovations, ensuring timely execution and asset preservation.
- Conduct property inspections (pre/post-vacancy, end-of-lease) to maintain standards and minimize vacancy losses.
- Lead marketing and leasing efforts via letting agents and digital platforms, ensuring seamless rent invoicing and collection with Finance.
- Design and evaluate tenant satisfaction surveys, using insights to enhance retention and occupancy.
- Implement property management software to streamline operations and reporting.

#### **3. Compliance & Risk Management (Governance)**

- Ensure compliance with Kenyan laws (e.g., Physical Planning Act, Land Act), building codes, safety (OSHA), and environmental regulations.
- Monitor tenant adherence to lease terms, addressing violations promptly and professionally.
- Oversee contracts and lease documentation, collaborating with Legal and Finance for approvals.
- Mitigate risks, through insurance and resilience planning.

- Maintain meticulous records of leases, maintenance, and financials, ensuring audit readiness.

#### **4. Stakeholder Engagement & Relationship Management**

- Negotiate leases, renewals, and terms with property owners, tenants, and vendors, navigating Kenya's competitive rental market.
- Collaborate with internal teams (Finance, Legal, Administration) and external partners (agents, tenants, local authorities, service providers).
- Screen prospective tenants, providing data-driven recommendations to the property Committee.
- Oversee letting agents, reporting on leasing performance and market positioning.
- Resolve tenant disputes efficiently, ensuring high satisfaction and compliance with operational standards.
- Communicate safety protocols (e.g., OSHA) and operational updates to tenants effectively.

#### **5. Leadership & Culture**

- Lead and develop the property team (e.g., Property Officers), fostering accountability, innovation, and succession planning.
- Promote a culture of sustainability, ethical practices, and efficiency in real estate operations.
- Drive cross-functional collaboration to align property initiatives with organizational goals.
- Provide transformational leadership, exceeding stakeholder expectations through proactive solutions.
- Create personalized development plans for team members, enhancing skills in proptech and sustainability.

#### **Key Competencies**

- Strong leadership and team management abilities.
- Exceptional organizational, problem-solving, and communication skills.
- Strategic thinking and capacity to implement long-term plans.
- Financial acumen in budgeting, analysis, and negotiations.
- Attention to detail and ability to prioritize effectively.

#### **Academic Background & Relevant Qualifications**

- Bachelor's degree in Real Estate, Land Economics or a related field.
- Full Member of the Institution of Surveyors of Kenya (ISK) – Chapter of Valuers and Estate Managers.
- Registration with the Estate Agents Registration Board (EARB) in Kenya is a plus.
- Additional certifications (e.g., CPM, LEED Green Associate) or advanced degrees in real estate management are advantageous.
- Diploma in Technical Education (Building, Mechanical, Civil, or Electrical) is a plus.
- Minimum 8 years' experience in real estate management, with at least 3 years in a leadership role within Kenya's property market.
- Proven expertise in managing commercial and residential portfolios in Nairobi or other major Kenyan cities.
- Experience with digital property management tools (e.g., Yardi, Buildium) and tenant screening processes.
- Demonstrated success in lease negotiations, tenant retention, and navigating land tenure or zoning challenges in Kenya.
- Familiarity with sustainability initiatives (e.g., solar installations, water recycling) and health/safety regulations (e.g., OSHA).

**If you are qualified and seeking an exciting new challenge, please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and Position by 29<sup>th</sup> April 2025. Only shortlisted candidates will be contacted.**