



**Job Ref. No.**      **JLIL326**

**Position:**          **Assistant Manager- UI/UX Engineer**

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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, General 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 an **Assistant Manager- UI/UX Engineer**. The position holder will report to the **Senior Manager-Digital Factory Operations** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

The role holder will be responsible for developing user stories, designing intuitive interfaces, and ensuring that our digital products meet the needs of our customers. You will collaborate closely with cross-functional teams, including project managers, developers, and the JHub Team, to create innovative solutions that drive customer engagement and satisfaction.

### **Main Responsibilities**

#### **Strategy**

1. Develop and articulate compelling user stories and user journeys to drive product development, ensuring every design decision aligns with the real-world needs and behaviours of the target audience
2. Design and prototype highly intuitive, visually engaging, and user-friendly interfaces for both web and mobile applications.
3. Conduct thorough user research, usability testing, and comprehensive analysis of feedback to inform iterative design improvements.
4. Collaborate closely with product managers, developers, and cross-functional teams to ensure the flawless implementation of design concepts, bridging the gap between creative vision and technical feasibility.
5. Stay at the forefront of industry trends, tools, and emerging best practices in UI/UX design. Leverage the latest methodologies and innovations to deliver cutting-edge experiences, ensuring that designs are not only functional but also future proof.
6. Actively advocate for user-centred design principles across the organization, fostering a culture that prioritizes the end-user's experience in every aspect of product development.

#### **Operational**

1. Conduct thorough reviews and quality assurance (QA) of existing solutions to ensure they meet both functional and user experience standards, identifying areas for optimization and ensuring a seamless user journey.
2. Offer expert guidance to development teams on enhancing user experience (UX), ensuring that user-centred design principles are integrated into the entire development lifecycle.
3. Ensure strict adherence to brand guidelines in all final products and solutions, maintaining a consistent visual identity and user experience that aligns with the company's vision and values, reinforcing brand recognition.
4. Lead the design and development of J-Hub marketing content in close collaboration with the Jubilee Holding Company's Marketing and Communications Team.

#### **Corporate Governance**

1. Conduct regular audits and assessments to ensure adherence to design standards.

2. Stay updated on industry regulations, compliance requirements, and best practices.
3. Adhere to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.
4. Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

### **Leadership and Culture**

1. Foster a culture of collaboration, innovation, and continuous improvement within the team.
2. Mentor and develop team members, providing guidance and support for professional growth.
3. Promote a customer-centric mindset and encourage the adoption of user-focused design principles.
4. Drive change management initiatives to support the adoption of DevOps practices across the organization.

### **Key Competencies**

1. Strategic thinking: Strong ability to align DevOps initiatives with overarching business goals.
2. Proven leadership and team management expertise: Adept at fostering a collaborative and high-performance culture.
3. Excellent communication and interpersonal skills: Skilled at building strong, productive relationships across all levels of the organization to drive alignment and facilitate smooth collaboration.
4. Problem-solving and decision-making abilities: Confident in making sound, data-driven decisions that balance immediate needs with long-term goals.
5. Ability to manage multiple projects and prioritize effectively: While maintaining focus on achieving key deliverables and ensuring project timelines and objectives are met.
6. Adaptability and willingness to embrace change: Consistently seeking opportunities to evolve processes, tools, and approaches in response to emerging trends, new technologies, and shifting business landscapes.

### **Qualifications**

1. Bachelor's degree in Computer Science, Design, Human-Computer Interaction, or a related field.
2. Proficiency in HTML, CSS, and JavaScript to facilitate effective collaboration with development teams.
3. Familiarity with front-end frameworks (e.g., React, Angular) is a plus.
4. Understanding of accessibility standards (WCAG) and best practices.
5. Knowledge of design systems and component libraries.

### **Relevant Experience**

- Minimum of 5 years of experience in UI/UX design, preferably in the insurance or financial services sector.
- Proven track record of leading successful design initiatives and managing cross-functional teams.
- A portfolio showcasing previous work and a range of design projects.

**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 17<sup>th</sup> July 2025  
Only shortlisted candidates will be contacted.**