

NCBA INSURANCE COMPANY LIMITED

Job Title:	Underwriting Manager-Specialty	Reports To:	Chief Underwriting Officer
Unit:		Department:	Underwriting- Special Lines
Grade:	Grade 21/ Band 7	Date:	March 2025
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The role of Underwriting Manager Specialty is a senior leadership position, responsible for overseeing specialized lines of business that cater to unique risks and market segments. The role will involve strategic decision-making, team management, and ensuring the profitability and growth of the company's specialty underwriting operations. The role also identifies and underwrites profitable accounts within underwriting limits; maintains and grows relationships with producers in conjunction with the Distribution team.

SCOPE & DIMENSIONS

- Extensive experience in underwriting, particularly in specialty lines of business.
- Strong background in risk management, underwriting operations, and product development.
- Previous experience managing teams and leading underwriting department

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Technical	60%	<p>Production/Financial</p> <ul style="list-style-type: none"> • Ensure that production growth targets are achieved and provide leadership to take remedial action to address shortfalls. • Accountability for specialty line of business. <p>Business Operations</p> <ul style="list-style-type: none"> • Establish / execute strategic business plans to achieve profitable growth in line with company goals. • Prepare, manage, and execute production and expense budgets in line with departmental set budgets. • Manage estimates and reporting processes and prepare ad hoc financial and management reports. • Manage and coordinate SLAs with Customer Service Department to ensure operational efficiency and achievement of agreed customer service standards. • Assist Credit Control department with receivables.

		<p>Portfolio Management</p> <ul style="list-style-type: none"> • Ensure adherence to all underwriting guidelines. • Manage the portfolio in profitable and sustainable growth, closely following claims activity trends. • Ensure adherence to all reporting requirements. • Ensure adherence to all control framework requirements. • Weekly reporting on key performance indicators for new and renewal business <p>Technical Underwriting</p> <ul style="list-style-type: none"> • Oversee complex risk assessments and underwriting decisions for specialty insurance products. • Ensure all underwriting decisions align with company risk appetite, policies, and regulatory requirements. • Review, analyze and underwrite new and renewal business within underwriting authority. • Provide technical directions to underwriters within the profit center and in other departments. • Negotiate terms and conditions with clients and brokers. • Handle referrals as appropriate • Play an active role in the development, supervision, negotiation and sign off large programs by motivating limits and policy structures here referral is required. • Play an active role in the Treaty negotiations.
<p>Internal Business Processes</p>	<p>20%</p>	<p>Operational Risk Management</p> <ul style="list-style-type: none"> • Risk event reporting – ensure that all operational risk events are reported within 2 weeks of discovery as per the business standards. • Risk compliance – address and close all existing audit and regulatory findings/issues. • Improve process efficiency and reduce process risk through automation of processes. <p>Business Development and Retention</p> <ul style="list-style-type: none"> • Build and maintain strong relationships with producers, clients, and business partners • Keep abreast of market changes and trends. Provide strategic direction for new business / new product development. • Seek opportunities to improve synergies and lead cross-sell initiatives with other profit centres. • Drive innovation in underwriting products and services to meet client needs and stay ahead of competitors <p>Expense control</p> <ul style="list-style-type: none"> • Manage all expenses within budget. Continuously work to reduce the expense ratio through constant attention to efficiencies and opportunities to maximize productivity through streamlining of processes. <p>Audit & Compliance</p> <ul style="list-style-type: none"> • Ensure adherence to audit requirements. • Ensure adherence to regulatory and compliance requirements. • Maintain proper documentation and audits to ensure transparency and adherence to governance standards

Customer	10%	Customer Relations <ul style="list-style-type: none"> • Strong relationships and communications with Senior management to ensure concerns are addressed and expectations met. • A unified view of risks and compliance to drive informed decisions. • Develop and maintain strong personal and professional relationships with clients.
Learning and growth	10%	Performance Management <ul style="list-style-type: none"> • Set employee objectives and manage performance to achieve business goals. • Ensure that appropriate training and development is provided to meet technical & regulatory requirements and encourage professional & personal growth. Talent Management <ul style="list-style-type: none"> • Work with HR to ensure that staff development plans are in place with feedback and follow-up. • Work with HR to manage succession planning to develop & retain talent and build bench strength. Learning & Development <ul style="list-style-type: none"> • Quality of leadership experienced throughout the unit and how effectively that translates into a conducive work environment and employee satisfaction and retention. • Adequacy of personal and staff competence development to effectively carry out the department's responsibilities. • Provide ongoing coaching and feedback to direct reports.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	3
Indirect Reports	4
Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal <ul style="list-style-type: none"> • Business Teams – Underwriting departments • Channel managers • All other colleagues collaborating for business • Business Support Units – especially Human Resources, IT, facilities & Finance • Group subsidiaries 	External <ul style="list-style-type: none"> • Producers (Insurance Intermediaries) • Direct Clients • Other industry players – IRA, AKI, AKPIA, IIK, COI, as and when there is need
Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.	
<ul style="list-style-type: none"> • Decisions by the role holder are mostly Operational in nature with some level of strategic thinking required. • Situational decisions that may need urgent action 	

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)

- Long term – 12-month planning
- Short term – Weekly, Monthly and Quarterly plans.

Ideal Job Specifications

Academic:

- Degree in Finance or related field.
- Master’s degree in a business-related discipline will be an added advantage.
- Must have Insurance Technical qualifications CII/ACII/AIHK
- Marketing qualifications will be an advantage
- Proficiency in IT applications widely used for business.

Work experience

- At least 10 years relevant experience in General Insurance and at least 5 years underwriting experience, preferably in specialty Lines including technical underwriting work
- At least 5 years in management position.
- Experience in building relationships and influence with diverse cultures
- Strong business acumen, with a proven track record of making sound judgment backed by strong analytical, quantitative, process and systems skills.
- Knowledge of local and regional market(s) segmentation, portfolio management and distribution

Ideal Job competencies

Technical Competencies	<ul style="list-style-type: none"> • Strong analytical skills – able to address the needs of customers and develop meaningful programs and initiatives to leverage those needs. • Overseeing and coordinating all operations for the department. • Developing goals to maintain sales performance. • Managing employees and meeting set targets • Re-insurance working knowledge
Behavioural Competencies	
Personal Attributes	<ul style="list-style-type: none"> • Excellent knowledge of the insurance distribution channels/Market • In depth knowledge of the current business and marketing trends • Confidence to prepare and present tailored presentations to a varied set of audience. • Strong client management skills and ability to keep promises. • Confident negotiator and ability to “close the deal.” • A demonstrated ability to communicate and influence at varying levels. • Highly motivated and ability to work under own initiative and as part of a team. • Time management – Ability to prioritize and manage workloads. • Problem solving aptitude

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This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.