

## JOB ADVERT

Job Ref No. NBIL/03/2026

<b>Position Title:</b>	Bancassurance Officer
<b>Available position/s:</b>	Various Branches
<b>Division:</b>	NBK Bancassurance Intermediary Ltd
<b>Location:</b>	Western, Rift, Coast, Nairobi, Central & Harambee Avenue Region
<b>Reporting to:</b>	Regional Sales Managers
<b>Grade</b>	MG9

### Position Scope:

Responsible for driving insurance sales, revenue growth, and portfolio quality within the Retail Banking segment. The role focuses on leveraging the bank's retail customer base, branch network, and frontline staff to distribute insurance products, deepen client relationships, and deliver exceptional customer experience while ensuring compliance with regulatory requirements.

### Key Responsibilities:

- Drive insurance uptake across the cluster through branch activations, targeted sales campaigns, and strong customer engagement, ensuring sales teams maximize cross-selling and upselling opportunities.
- Manage and grow the existing bancassurance portfolio within the assigned cluster by strengthening customer relationships, deepening product penetration, retention and driving sustainable revenue growth.
- Coach and support Bancassurance Sales Representatives in needs analysis, solution-based selling, customer education, and effective issue resolution, fostering a customer-centric culture that builds trust and enhances satisfaction.
- Support the achievement of life, general insurance, and bank product targets in the assigned cluster by working closely with branch teams and ensuring strong sales performance
- Train and mentor branch staff and sales teams on insurance products, sales techniques, and compliance requirements, while ensuring continuous updates on product changes, promotions, and regulatory developments.
- Track, evaluate, and interpret the cluster's insurance portfolio performance, including sales, renewals, claims, lapses, and risk indicators and provide actionable recommendations to improve results.
- Implement proactive customer engagement and retention strategies, in collaboration with the Regional Sales Manager and Head Office team, to drive renewals and reduce cancellations.
- Ensure full compliance with IRA, CBK, AML, KYC, data protection requirements, and internal policies by maintaining proper documentation, accurate keeping, and consistent adherence to operational standards.
- Collaborate with all Regional and Bank stakeholders including Regional & Branch leadership, business leaders, operations, marketing, compliance to support business growth and operational alignment

### Skills & Experience:

- Bachelor's degree in insurance, Business, Actuarial Science or related field.
- Professional certification in insurance, COP or ECOP is mandatory
- At least 3 years of continuous experience in Bancassurance sales within a retail banking environment
- Experience working with cross-functional teams such as operations, credit, marketing, and branch leadership.

### How to Apply:

- **Complete the attached application form [NBK BANCASSURANCE INTERMEDIARY JOB APPLICATION – Fill out form](#)**  
And, Submit your CV, along with an application letter to: [Bancarecruitment@nationalbank.co.ke](mailto:Bancarecruitment@nationalbank.co.ke) by **Monday, 9<sup>th</sup> March 2026**
- **Please note that applications received after the deadline will not be considered.**
- **Only shortlisted candidates will be contacted for the next stage/s of the process**