



KENYA REINSURANCE CORPORATION LIMITED

GENERAL MANAGER – CORPORATE SERVICES (KRC GRADE 5)

Three (3) Years Contract, Renewable Once

Reports to: Group Managing Director

Job Purpose

To provide strategic leadership, policy direction, and executive oversight of the Corporation's Human Resources, Information Communication Technology (ICT), Records and Archives, and Administration functions. The role ensures alignment with the Corporation's strategic objectives, governance framework, and statutory requirements while driving operational efficiency and institutional excellence.

Key Responsibilities

1. Strategic Leadership & Corporate Governance

- Serve as a strategic business partner to the Group Managing Director and the Board on all Corporate Services matters.
- Lead the formulation, implementation, review, and continuous improvement of policies, strategies, and frameworks for Human Resources, ICT, Records & Archives, and Administration.
- Align the People Strategy and support services with the Corporation's overall strategy and performance expectations.
- Provide leadership in governance, risk management, internal controls, business continuity, and quality management systems within the Division.

2. Human Resource Management & Organizational Development

- Provide executive leadership in workforce planning, talent acquisition, succession planning, and talent pipeline development.
- Drive organizational development, restructuring, and change management initiatives to enhance institutional effectiveness.
- Champion a high-performance culture through performance management, productivity enhancement, and employee engagement.
- Oversee talent management, learning and development, leadership coaching, mentoring, and retention strategies.
- Manage employee relations, discipline, grievance handling, industrial relations, and staff welfare in compliance with labour laws.
- Oversee compensation, rewards, payroll, pension administration, and employee benefits frameworks.

3. ICT Governance & Digital Transformation

- Provide strategic leadership in ICT governance, digital transformation, systems security, infrastructure management, and technology innovation.
- Lead the implementation and optimization of ERP, ECM, Qlik Sense, SICS, and other automation initiatives.
- Ensure robust management and security of ICT systems, data, and digital resources.
- Promote technology-driven innovation and operational efficiency across the Corporation.

4. Administration, Records & Operational Support

- Provide strategic oversight of administrative services, including facilities management, transport, asset management, and general office support.
- Oversee records and archives management to ensure proper creation, classification, retention, security, and retrieval in compliance with legal requirements.
- Ensure optimal utilization of corporate assets and operational support systems.
- Promote service excellence and operational efficiency in administration functions.

5. Compliance, Risk & Regulatory Management

- Ensure compliance with occupational safety and health standards, labour laws, government circulars, ICT governance requirements, and other regulatory frameworks.
- Establish and maintain effective internal controls, compliance monitoring, and risk mitigation systems within the Division.
- Coordinate quality assurance and continuous improvement initiatives.

6. Financial & Performance Management

- Prepare, manage, and control the Corporate Services Division budget, work plans, procurement plans, and performance reports.
- Ensure prudent utilization of financial, human, and operational resources.
- Monitor divisional performance and provide timely reports to Management and the Board.

7. People Leadership & Organizational Culture

- Lead, mentor, appraise, and develop staff within the Division while promoting professionalism, integrity, and accountability.
- Foster an inclusive, high-performance organizational culture aligned with the Corporation's values.
- Promote collaboration, teamwork, and employee engagement across all functions.
- Perform any other duties as may be assigned by the Group Managing Director from time to time.

Academic Qualifications

For appointment to this position, candidates must possess:

- A Bachelor's Degree in Human Resource Management, Human Resource Development, Commerce (Human Resource option), Business Administration, Public Administration, Information Technology, Computer Science, Records Management, or any other relevant field from a recognized and accredited institution.
- A Master's Degree in Human Resource Management, Business Administration, Public Administration, Information Technology, Strategic Management, Governance and Leadership, or an equivalent qualification from a recognized and accredited institution.

Professional Qualifications

- Certified Human Resource Practitioner (CHRP-K) or relevant ICT/Records Management professional certification.
- A Certificate in a Leadership Course lasting not less than four (4) weeks from a recognized institution.
- Active membership in good standing with the Institute of Human Resource Management (IHRM), Kenya Association of Records Managers & Archivists (KARMA), Computer Society of Kenya (CSK), or other relevant professional body.
- Valid practicing certificate from the relevant professional body where applicable.

Experience

- A minimum of fifteen (15) years of relevant work experience, with at least ten (10) years at senior management level or in a comparable position.
- Demonstrable experience in team leadership, staff supervision, and engagement with the Board of Directors.
- Proven experience in organizational development, corporate governance, strategic leadership, and change management.
- Proficiency in computer applications and enterprise systems.
- Demonstrated managerial, administrative, and professional competence with a track record of delivering results.

Key Competencies & Other Requirements

The successful candidate must demonstrate:

- Strong strategic leadership, organizational, and decision-making skills.
- Excellent interpersonal, communication, negotiation, and presentation skills.
- Deep understanding of labour laws, governance frameworks, ICT governance, and public sector regulatory requirements.
- Ability to lead organizational transformation and manage complex institutional functions.
- High integrity, professionalism, accountability, and ethical standards.
- Ability to thrive in a dynamic and multicultural environment.