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A Management Advisory arm of CPF Group



Our client Eagle Africa is a leading consultant and provider in risk and financial services. Eagle Africa Insurance Brokers Limited offers you advice on insurance programs and services to suit your needs. Their service encompasses Risk Management that will identify the risk exposure, some of which you can eliminate, there are those you can do nothing about and there are those you transfer to insurers. There is no substitute for an insurance broking advocate who knows his subject. Eagle Africa Insurance Brokers Limited tailor-make employee benefit services to satisfy your medical, pensions administration and life assurance needs.

**Business Manager – Pensions Administration**

**Ref: EAIB/BD/PA/01/26**

Detailed job profiles for the positions can be accessed through our website <https://www.cpfgroup.or.ke/careers>

If you meet the requirements stipulated for the above position, please write in confidence quoting the position title and reference number on the subject of the email or cover letter on or before **27<sup>th</sup> February, 2026** at **5.00 pm**. Applications including Curriculum vitae, contact email and daytime telephone contacts, current position and remuneration, names and addresses of three referees should be emailed to [resourcing@cpf.or.ke](mailto:resourcing@cpf.or.ke).

**Only short-listed candidates will be contacted.**

*CPF Group is an equal opportunity employer and as such canvassing in any form will lead to automatic disqualification.*

## 1. Business Manager – Pensions Administration – EAIB/BD/PA/01/26

<b>Job Title:</b>	Business Manager – Pensions Administration
<b>Section/ Unit:</b>	Pensions Administration
<b>Location:</b>	Nairobi
<b>Reports to:</b>	The Deputy CEO
<b>Responsible</b>	Assistant Manager, Pensions Administration Clients Assistant
<b>Job purpose:</b>	
<p>The Business Manager – Pensions Administration is responsible for executing the strategy of the Pensions Administration Unit to achieve sustainable revenue growth while ensuring full compliance with the Retirement Benefits Authority (RBA) Act, regulations, and other applicable laws of Kenya. The role provides strategic leadership, drives business development, strengthens technical pension administration expertise, ensures operational excellence, manages risks, and upholds high ethical and professional standards.</p>	
<b>Key duties and responsibilities:</b>	
<ol style="list-style-type: none"> <li>1. <b>Strategic Leadership &amp; Revenue Growth</b> - Oversee the implementation of initiatives that drive revenue growth and expand the pensions administration book of business.</li> <li>2. <b>Team Leadership &amp; Performance Management</b> - Provide leadership, supervision, coaching, and mentoring to build a professional, efficient, and motivated team that delivers excellent customer service, client retention, and growth.</li> <li>3. <b>Business Development &amp; Client Servicing</b> - Oversee optimal business placement, client onboarding, and ongoing client servicing to ensure high service standards.</li> <li>4. <b>Technical Expertise &amp; Advisory</b> - Provide technical guidance and expertise in pensions administration to the team and support informed decision-making.</li> <li>5. <b>Regulatory Compliance &amp; Stakeholder Liaison</b> - Serve as the primary liaison with the Retirement Benefits Authority (RBA) and other relevant pension bodies, ensuring full compliance with all applicable laws and regulations.</li> <li>6. <b>Records Management &amp; Governance</b> - Ensure client records are accurately maintained in line with governance, regulatory, and business requirements.</li> <li>7. <b>Financial Management &amp; Reporting</b> - Prepare performance and management reports, oversee budgeting processes, and ensure financial sustainability of the unit.</li> <li>8. <b>Ethical Standards &amp; Professional Conduct</b> - Ensure adherence to professional, ethical, and integrity standards across all unit operations.</li> <li>9. <b>Risk Management</b> - Identify, assess, and manage risks associated with the Pensions Administration business.</li> <li>10. <b>Continuous Professional Development</b> - Participate in ongoing professional development to enhance technical knowledge, leadership skills, and industry expertise.</li> </ol>	

## Knowledge, experience, and qualifications required

### Academic and Professional Qualifications/Memberships to professional bodies:

1. Bachelor's Degree in Commerce, Insurance, Actuarial Science, Finance, Business Administration, or a related field.
2. **Mandatory:** Professional qualification in Insurance or Pension Administration (Insurance Diploma, ACII, COP, or equivalent).
3. Membership in a relevant professional body (e.g., Insurance Institute of Kenya).
4. Proficiency in pension administration systems and computer applications.
5. Strong knowledge and understanding of Retirement Benefits Authority regulations and compliance standards.

### Experience Required:

1. Minimum of **5 years' experience** in Pensions Administration.
2. At least **2 years' management or supervisory experience**.
3. Proven experience in client relationship management within the pensions or insurance sector.

## Role Competencies

### Technical Competencies:

1. Pensions administration operations
2. Regulatory compliance (RBA Act and regulations)
3. Business development and revenue growth
4. Financial management and reporting
5. Risk identification and mitigation
6. Client relationship management
7. Pension administration systems proficiency
8. Governance and records management
9. Strategic planning and execution
10. Technical pensions advisory

### Behavioural Competencies:

1. Strong leadership and decision-making
2. Results-driven mindset
3. Professionalism and integrity
4. Strategic thinking
5. Analytical and critical thinking
6. Effective communication skills
7. Stakeholder engagement
8. Team development and mentorship
9. Business acumen
10. Ethical judgment

## Key Stakeholders

### Internal:

1. Senior Management
2. Pensions Administration Team
3. Finance and Operations Teams

### External:

1. Retirement Benefits Authority (RBA)
2. Pension Trustees and Scheme Sponsors
3. Professional Bodies and Industry Partners
4. Clients and Service Providers