



EXCELLENT CAREER OPPORTUNITY – BUSINESS ANALYST

ZEP-RE (PTA Reinsurance Company) is a specialized institution of the Common Market for Eastern and Southern Africa (COMESA), established to serve and develop the insurance and reinsurance industry within the region. We are seeking a qualified, knowledgeable, and results-oriented professional for the position of Business Analyst.

Job Purpose

The Business Analyst will work closely with the Chief Operating Officer (COO) to support the operational and strategic initiatives of the reinsurance company. The primary focus of the role is to analyze business operations, develop solutions for process improvements, and assist in implementing key strategies. The Business Analyst will provide insights and recommendations to enhance business efficiency, support decision-making, and ensure alignment with company objectives.

Job Grade

SP3

Responsibilities & Accountabilities

1. Business Process Analysis:

- i. Analyse current business processes across units in Operations, identify inefficiencies, and recommend improvements to optimize performance.
- ii. Develop process maps, workflows, and reports to provide a clear understanding of business operations.
- iii. Implement process enhancements to support scalability, growth, and risk mitigation.

2. Data Analysis and Reporting:

- i. Gather, interpret, and present data to support operational decision-making, including performance metrics, financial analysis, and productivity reports.
- ii. Develop dashboards, KPIs, and other reporting tools to track the performance of key operational functions.
- iii. Assist in preparing reports for senior management, stakeholders, and the board of directors

3. Stakeholder Management:

- i. Work closely with internal and external stakeholders to understand business needs and provide solutions to address administrative & operational challenges.
- ii. Facilitate meetings and workshops with department heads, managers, and teams to gather input on process improvements and strategic initiatives.
- iii. Collaborate with external vendors and partners to implement solutions or services that enhance operational performance

4. Operational Support:

- i. Assist the COO in day-to-day operational activities, providing data-driven insights to support efficient business processes.
- ii. Work with various units (underwriting, claims, finance, etc.) to streamline operations, optimize workflows, and enhance service delivery.

5. Administration Support:

- i. Provide administrative support to the COO by managing schedules, organizing meetings, and coordinating travel arrangements.
- ii. Prepare meeting agendas, take minutes, and ensure timely follow-up on action items.
- iii. Assist in organizing and maintaining relevant operational documentation, ensuring that reports, contracts, and records are updated and accessible.

- iv. Oversee administrative processes related to project implementation, ensuring all paperwork is completed and archived according to company standards.

6. Additional Duties:

- i. Undertake any other tasks and responsibilities as required by the business

Qualifications:

- Bachelor's degree in Business Administration, Finance, Economics, or a related field is required. A master's degree or MBA is an advantage.
- Minimum of 4-5 years of experience as a Business Analyst, preferably within the reinsurance, insurance, or financial services industry.
- Experience working in a role supporting senior executives, with a proven track record of enhancing operational processes
- Proficiency in data analysis tools such as Excel, Power BI, or Tableau.
- Experience with business process mapping and workflow tools (e.g., Visio).
- Strong knowledge of reinsurance operations, including underwriting, claims management, and regulatory compliance.
- Relevant certifications (e.g., CBAP, PMP) are advantageous but not mandatory

Competencies and Attributes

- Analytical Thinking: Strong ability to analyze complex data, identify trends, and make actionable recommendations.
- Problem-Solving: Capable of diagnosing operational inefficiencies and proposing effective solutions.
- Project Management: Ability to manage multiple projects simultaneously, ensuring timelines and objectives are met.
- Communication Skills: Excellent verbal and written communication skills to convey insights and recommendations clearly to stakeholders.
- Team Collaboration: Works well with cross-functional teams, ensuring smooth communication and project execution.

Qualified and interested candidates are invited to submit their updated CV, along with a cover letter highlighting their suitability for the position to recruitment@zep-re.com by **25 September 2024**. Kindly indicate "**Business Analyst**" in the subject line of your email.

ZEP-RE is an equal opportunity employer and encourages all eligible candidates to apply.