



Sure House
Plot 1 Bombo Road
P.O. Box 9393, Kampala Tel: +256 414 345996, +256 752 262119
Email: swico@swico.co.ug, Website: www.swico.co.ug

JOB TITLE: BANCASSURANCE OFFICER

ORGANISATIONAL RELATIONSHIPS

(a) Department: Marketing, Research and Development

(b) Reports to: Manager Marketing and Distribution

(c) Directly Supervises:

- None

MAIN PURPOSE OF THE JOB

The Bancassurance Officer will be responsible for assisting in Managing SWICO bancassurance sales, processes and provide customer service and after sales service

KEY RESULT AREAS AND RESPONSIBILITIES

Result Area 1: Sales and Marketing

- (i) Drive sales in line with the bancassurance targets.
- (ii) Drive profitability of bancassurance sales from new and existing clients.
- (iii) Attend to bancassurance customer needs and policy renewals in a timely manner
- (iv) Make sure that insurance reconciliations are done on a monthly basis and submitted to the Finance team.
- (v) Ensure that Bancassurance branding materials are adequate and appropriately displayed.
- (vi) Work with marketing to drive programs and events to extend the relationships to new prospects.

Result Area 2: Rigor/Compliance

- (i) Ensure all regulatory requirements on bancassurance are met e.g. renewals, informing and ensuring compliance to the Insurance Act



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- (ii) Ensure that all security held by the Bank on lending facilities are adequately insured
- (iii) Work with other departments in ensuring staff dealing with bancassurance are adequately trained
- (iv) Provide training support to ensure full understanding of the bancassurance process and procedures
- (v) Provide general support to the sales and marketing team as and when required

Result Area 3: Customer Service

- (i) Be the first point of contact with all third parties relating to bancassurance
- (ii) Work with Branch officers to ensure that branch staff manage customer queries and complaints on bancassurance in a timely manner.
- (iii) Provide support to outlets and other functions on bancassurance issues
- (iv) Interact regularly with internal service providers (staff) to ensure fast and efficient service to customers with respect to bancassurance
- (v) Manage all aspects of bancassurance policy claims

PERSON SPECIFICATION: *Bancassurance Officer*

Minimum Academic and/or Professional Qualifications Necessary

Bachelor's Degree in Marketing, Insurance or Business related field

Additional Training/Qualifications/Certification Necessary

Certificate of proficiency in Insurance

Minimum Experience and Exposure Necessary

- A minimum of 3 years' experience in banking, insurance or risk management from a reputable organization.
- Exposure to governance, control and risk management



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Key Knowledge Required

- Knowledge of insurance business (claims management & underwriting), products and processes
- Good understanding of insurance processes

Key Skills Necessary

- Good communication skills
- Good negotiation skills
- Excellent interpersonal skills

Other Qualities/Attributes

- High level of integrity
- Self-driven
- Results Oriented
- Creative and innovative

N.B:

- Interested candidates to share CV's via recruitment@swico.co.ug
- **Deadline for submission:** 5:00pm on **Friday 20th February, 2026**
- Only shortlisted candidates will be contacted for interviews.