



JD: Special projects (Consumer awareness & Skilling)
Multiple positions as AVP/Manager

About the job

1. **Fintech Association for Consumer Empowerment (FACE)** is a non-profit industry association and **RBI-recognised Self-Regulatory Organisation in the FinTech sector (SRO-FT)**. FinTech companies come together at FACE to facilitate consumer-centric digital financial services that are safe, suitable, and transparent, delivering positive impacts on society and the economy. Please visit our [website](#) and refer to the [SRO-FT Framework](#) to understand our work.
2. As an industry association and SRO-FT, FACE works with the FinTech ecosystem towards innovative, sustainable, and responsible conduct in the FinTech sector, delivering consumer progress and well-being in line with public policy objectives. The work requires working with a) the supply side, i.e. industry, to improve their employees' capacity and awareness of conduct and compliance and b) the demand side, i.e. consumers, to improve their understanding of risks, rewards, rights and responsibilities with respect to digital financial services.
3. In this context, we are seeking professionals to join FACE for special projects on consumer awareness of digital financial services and skilling for the FinTech/BFSI sector. The work will involve the complete value chain of the projects, comprising proposal development, partnerships, stakeholder engagement, execution, monitoring, communication and reporting.
4. Location preference is Mumbai, but open to suitable candidates in other locations as well. Position and salary commensurate with work experience and skill sets.

Responsibilities

- Identify and develop high-impact and scalable projects for consumer empowerment¹ and skilling/training² in line with strategic objectives of FACE.
- Develop proposals, funding plans, and maintain a pipeline of opportunities.
- Ownership of approved projects by converting ideas into detailed proposals with implementation plans, partnership framework, budgets, timelines, milestones, KPIs and measurable outcomes.
- Close engagement with FinTech industry/FACE members, foundations, civil society organisations, educational/training/skilling institutions and certification bodies, implementation agencies, vendors and other ecosystem stakeholders, apex bodies relevant to the project.
- Coordinate internal team, members/stakeholder and implementation partners to monitor progress and risks for timely corrective action and delivery within scope.

¹ Such as financial literacy for digital financial services, responsible digital financial behaviour, data/privacy/safety, fraud prevention, and financial health, with a special focus on excluded vulnerable segments like youth, women and rural communities

² This will cover both unemployed and employed individuals for improved skills, employability and livelihood for the growing and evolving demand of the FinTech/BFSI sector

- Identify and assess implementation partners/vendors, define deliverables and reporting requirements, support negotiations and agreements, and monitor performance.
- Manage approved projects within agreed scope, timelines and budgets, monitor risks and ensure timely corrective action.
- Prepare project budgets and utilisation plans; track expenditure, review supporting documents and maintain complete documentation, compliance records and audit trails.
- Develop and track KPIs and prepare MIS, dashboards, management reports, and impact reports etc., covering delivery, budgets, reach and outcomes.
- Communication for project activities including events, workshops for dissemination across communication channels, ensuring consistency, timeliness and brand alignment.
- Contribute to other priorities and cross-functional tasks as required.

Selection criterion

- Graduate/Post-graduate
- Relevant experience in project management, stakeholder engagement, communications, preferably in the area of FinTech/digital financial services, consumer education, skilling/training ecosystem, grant/CSR funded initiatives projects.
- Understanding of the BFSI and FinTech ecosystem would be a significant advantage.
- Excellent research, analytical, writing and presentation skills, with the ability to prepare clear proposals, concept notes, reports, briefs and stakeholder communications.
- Strong project planning, budgeting, and fund management with proficiency in work and productivity software like Google/MS Office.
- Comfort with digital communication tools and basic design capability using Canva, PowerPoint or similar tools.
- Strong stakeholder-management and communication skills, with the ability to work effectively across levels and stakeholders.
- Highly organised, self-driven, collaborative, and adaptable, with strong attention to detail and the ability to manage multiple priorities and deadlines in an evolving environment.

How to apply

5. Please send your latest CV and current CTC to teamface@faceofindia.org with AVP/Manager, Special Project in the subject line.