



JD: Chief Operating Officer (COO)

About the job

1. **Fintech Association for Consumer Empowerment (FACE)** is an 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 know our work.
2. Within five years of operations, FACE has emerged as the first SRO-FT and grown fast to become the largest FinTech association, with over 400 members, diverse in regulatory status, scale, domain, and business model. FACE differentiates itself as an inclusive, professionally governed and managed industry platform, working towards the twin objectives of growth for consumers and industry. As the FinTech sector continues to evolve, FACE has to evolve in lockstep with industry to meaningfully fulfil emerging needs and play its befitting role.
3. In this context, FACE is bringing in a Chief Operating Officer (COO) to broaden and deepen its engagement with the FinTech/BFSI ecosystem and beyond, and to develop and penetrate the FinTech sector and digital financial services. We are looking for a hands-on leader with zeal, passion, and an orientation toward industry-scale impact, change, and solutions.
4. The COO will lead and drive membership, partnerships, stakeholder engagement, and new initiatives for a fast-paced FinTech sector with evolving needs in capabilities, communication, collaboration, and coordination. The role combines a deep understanding of the FinTech sector's need for sustainable, responsible growth with the ability to create programs and initiatives that deliver value for the ecosystem and its constituents. This position offers a huge opportunity to scale FACE on multiple dimensions in line with association and SRO-FT objectives such as membership value, industry dialogue, conversation and networking, and communication.
5. Location is Mumbai.

Ownership

- Growth and development of FACE network (members and partners), including marketing, onboarding, retention, engagement, responding to their needs, communication, value creation and designing and executing programs, forums, and working groups to understand and meet their collective needs. Special focus on emerging and smaller FinTechs to support their growth.
- Collaborations with strategic stakeholders including incubators, think-tanks, subject matter specialists, academic institutions, public and private institutions, Regulated Institutions (RE), apex finance institutions, foundations, sectoral associations, and civil

society organisations in India and globally, for relevant areas converging with industry needs and FACE thematic and strategic priorities. This will include large-scale projects to build consumer capability in digital finance and skill development for the FinTech sector.

- Industry dialogue and representation through own events and leveraging co-branded and co-hosted events and partnering with other industry events at the national and international level.
- Communication including internal member-only communication and external PR for right positioning and visibility.
- Strategic inputs and support to FACE leadership and team across functional areas.

Selection criterion

- Graduate/post-graduate.
- 20+ years of relevant experience in BFSI/FinTech, industry/ecosystem level work/engagement/programs, partnerships, stakeholder engagement, collaboration, communication, industry event execution, end-to-end project execution.
- Sectoral and ecosystem thinking and mindset to deliver public good, creating value for the ecosystem stakeholders including regulators, industry and consumers.
- Well-rounded understanding of FinTech and BFSI sector, emerging regulatory, market and technology developments, challenges, risks and opportunities.
- Experience of designing and executing financial education and sectoral skilling programs will be an added advantage.
- Ability to work closely with a wide range of stakeholders, including members, partners, and strategic collaborators at leadership level and below/beyond.
- Ability to work independently, optimising resources and managing multiple priorities.
- Excellent listening, writing and speaking skills.
- Strong stakeholder-management skills
- Strong problem-solving, ownership, and build mindset in a fast-paced environment.
- Detail and excellence orientation, maturity and judgement to evaluate costs, benefits, risks, and consequences for the ecosystem.

How to apply

6. Please send your latest CV with current CTC to teamface@faceofindia.org with COO in the subject line.