



Opening: AVP/Manager, Policy Research & Market Development

About the job

[Fintech Association for Consumer Empowerment \(FACE\)](#) is a non-profit industry association and [RBI-recognised Self-Regulatory Organization in the FinTech sector \(SRO-FT\)](#). FinTech companies come together at FACE to facilitate customer-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.

The FinTech ecosystem is a fast-evolving space in many ways, including changing the regulatory and policy landscape. The intersection of financial services, data, and technology, along with challenges of customer protection, data security, conduct risks and market integrity, requires a nuanced, in-depth approach to understanding the market and policy framework. As an industry association and SRO-FT, FACE nurtures the FinTech ecosystem by leveraging new research/evidence/information and working towards a sustainable FinTech industry, delivering customers' progress in line with public policy objectives.

Towards this purpose, FACE seeks to recruit an Associate Vice President (AVP)/Manager, preferably based in NCR/Mumbai. AVP will be crucial in shaping and managing FACE policy research and development work across different FinTech categories.

FACE provides an open, innovative, impact-oriented, collaborative work environment for people to expand their horizons and thrive. The company offers a positive culture to empower people, giving them space to learn, strive for relevance and excellence and own the outcomes when making decisions.

Responsibilities

- Follow regulatory/policy and market developments shaping India's FinTech ecosystem and other relevant jurisdictions relevant to the Indian context.
- Thoroughly examine the new regulations/policies by regulators/governments for their impact on the FinTech industry.
- Draft high-quality policy/regulatory notes, discussion papers, and representations based on industry feedback and market research.
- Stay updated on relevant industry/research/thought papers and converge/leverage the information to make FACE a go-to place for the latest information/knowledge on India's FinTech market.
- Identify, design and implement new reports/research and market development projects in collaboration with FACE members/partners and other stakeholders.
- Engage with key stakeholders, including regulator/government, members, partners, think tanks/research bodies, and other industry bodies, to understand policy/regulation developments and research gaps, opportunities, and challenges. Maintain strong relationships with FACE members/partners.
- Disseminate policy and research among stakeholders, leveraging multiple communication channels, including social/print media, events, and webinars.
- Organise webinars/learning sessions for members on relevant themes.

- Develop collaterals capturing the FinTech developments, including industry data, innovation, impact stories, risks, customer experiences, etc.
- Develop specific projects to meet the diverse needs of FinTech members.
- Provide input to the other workstream and co-create content and projects where necessary.

Selection criterion

- Master's degree or equivalent professional qualification in law/economics/finance/policy/business administration and a minimum of 7 years of experience in India's BFSI/FinTech sector. Understanding the FinTech and digital financial services in India would be preferred.
- Track record of policy/regulatory dialogue, research, industry-level policy papers/reports
- Excellent writing and communication in English
- Excellent research/analytical skills. Hands-on with Excel/data analytic tools will be an advantage.
- Willingness to build a young organisation with new ideas and impactful work to become a catalytic force for impact and value-creation for the members and eco-system.
- Ability to synthesise large and divergent information for good use.
- Aptitude and interest to self-learn on various emerging issues¹ by reading exhaustively and widely and listening to members and other stakeholders.
- Ability to design and deliver industry reports (research/surveys/reports/diagnostic studies, data-centric, qualitative/quantitative²).
- Self-driven and imaginative to work independently, prioritising effectively to deliver high-quality work and powerful outcomes in line with organisational goals.
- Ability to collaborate and forge relationships with stakeholders.
- Attitude of respect, openness to learning, working on new things, and dealing with shifting priorities and ambiguities in a changing landscape.
- Willingness to work in a small team with limited resources, undertake new responsibilities and multi-task on priorities.
- Ability to articulate with internal and external stakeholders.

How to apply

Please send your CV and current CTC to teamface@faceofindia.org with AVP, Policy Research & Market Development, in the subject line by 31 Jan 2025.

¹ Like technology, compliance, customer protection, data, risks, cybersecurity among others

² For academic reports, the ability to collaborate with research bodies. We do not expect candidates to undertake academic research but must be proficient in undertaking research for industry reports using surveys, desk research, data from members, etc.