



Opening: Manager – Tech, Project Management and Delivery

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.

We are seeking a professional to join the FACE Technology team to support implementation and member coordination for the FACE Risk Intelligence Platform (FRIP) — a shared industry utility for fraud data and real-time exposure visibility.

This role will work closely with the VP – Technology, the external Technology Service Provider (TSP), and FACE member institutions to ensure smooth onboarding, data exchange readiness, and operational adoption. The position acts as a bridge between member institutions, the Technology Service Provider (TSP), and FACE's governance framework. It will anchor PMO cadence for FRIP (RAID, milestones, phase gates) and extend similar delivery oversight to other FACE technology initiatives as required.

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.

Key Responsibilities

1. Fraud & Risk Intelligence Platform (FRIP)

- a. Coordinate with FACE member institutions for onboarding, API integration, and data-field mapping (customer, merchant, and agent identifiers; exposure event feeds; fraud signals).
- b. Liaise with the external Technology Service Provider (TSP) to track configuration, testing, and deployment milestones.
- c. Maintain documentation of integration status, issue logs, and API testing results.
- d. Support drafting and operationalization of Scheme Rules & Operating Guidelines, including contribution-for-access, governance, and retention models.

- e. Assist in setting up dashboards for regulator and member-level analytics, ensuring alignment with data taxonomy and quality standards.
- 2. Member Interaction & Technical Coordination**
 - a. Serve as the primary point of contact for member institutions for FRIP onboarding, integration queries, and technical clarifications.
 - b. Conduct structured update calls, working groups, and onboarding sessions with member institutions.
 - c. Track feedback, enhancement requests, and coordinate resolution with the TSP and FACE internal stakeholders.
 - d. Ensure member readiness for compliance, API authentication (mTLS, OAuth), and data-field consistency.
 - 3. PMO & Delivery Cadence (Tech Function)**
 - a. Maintain the program RAID log, milestone plan, and phase-gate checklist across FRIP workstreams; consolidate weekly delivery status with the TSP Program Manager and FACE PMO.
 - b. Track risks/variances and drive closures with stakeholders; align DoR/DoD, change control (ADRs/rollback), and audit/pen-test calendars.
 - 4. Governance, Reporting & Documentation**
 - a. Maintain status trackers, documentation, and progress reports for FACE leadership and the Technical Working Group.
 - b. Support periodic reporting to RBI and FACE committees on platform adoption, data quality, and SLA adherence.
 - c. Ensure all systems and member interactions comply with DPDP and data-governance standards.

Skills & Qualifications

- **Education:** Bachelor's degree in engineering, computer science, or related field.
- **Experience:**
 - 6–10 years in product management, business analysis, or technology program roles in payments, fintech, or regtech.
 - Hands-on experience in member or partner integrations, API coordination, or data platform rollouts preferred.
 - Familiarity with fraud/risk management systems, exposure tracking, or compliance reporting is an advantage.
- **Skills:**
 - Strong coordination and stakeholder management abilities.
 - Working understanding of API data flows and integration testing.
 - Excellent written and verbal communication, documentation, and presentation skills.
 - Understanding of regulatory and operational environments (RBI, KYC/AML, DPDP).
 - Strong ability to operate within structured program governance (phase gates, DoR/DoD, ADRs, and audit cadence).

Reporting

- Reports to: VP – Technology (FACE).
- Works closely with: Technology Service Provider (TSP), FACE member institutions, and FACE committees (Technology Working Group, Standards & Oversight).

Success Indicators

- Smooth onboarding of first member cohort to the FRIP utility.
- Timely resolution of integration and data-field mapping issues.
- Positive feedback from members on onboarding experience and communication.
- Maintenance of accurate documentation and dashboards for leadership reporting.
- Compliance with FACE timelines, data governance, and regulatory expectations.
- On-time completion of phase gates with a “green” RAID on the critical path (risks and issues closed within SLA).

How to apply

Please send your CV and current CTC to teamface@faceofindia.org with Manager - Tech, Project Management and Delivery, in the subject line by 31 Jan 2026.