



Opening: Manager – Communications & Engagement

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. The intersection of financial services, data, and technology, along with the challenges of customer protection, data security, cyber threats, conduct risks, and market integrity, requires a nuanced, in-depth approach to align market needs and public policy objectives. The Manager – Communications & Engagement will support FACE's work across communications, content, design, digital channels, and event-related engagement. The role will work closely with leadership to ensure high-quality communication outputs, brand consistency, effective dissemination, and strong engagement with members and external stakeholders.

The role is part of a collaborative, evolving team structure, and the selected candidate will be expected to contribute to other organizational priorities and cross-functional tasks as required, in support of FACE's broader mission.

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

- Develop, coordinate, and support communication outputs including newsletters, presentations, reports, announcements, and event collateral.
- Plan, execute, and manage content dissemination across digital channels including LinkedIn, WhatsApp channels, email groups, and website updates, ensuring consistency and brand alignment.
- Provide design and visual support for communication materials, events, certificates, banners, and presentations.
- Coordinate communications and branding for FACE engagements including webinars, roundtables, workshops, and partner interactions.
- Liaise with speakers, partners, members, agencies, and vendors to gather inputs, manage approvals, and coordinate communication materials.
- Support post-event communication including summaries, highlights, and follow-up content.
- Maintain and organise repositories of communication assets, templates, and design materials.
- Assist with internal communications including board materials, internal presentations, and cross-team coordination.

- Provide documentation, formatting, and administrative support related to communications and events.
- Undertake other organizational priorities and cross-functional tasks as required.

Selection criterion

- Bachelor's or Master's degree in communications, design, media, marketing, or a related field.
- 3–5 years of experience in communications, design, content, events, or engagement roles.
- Strong written communication skills and attention to detail.
- Proficiency in MS Office / Google Workspace and comfort with digital communication tools.
- Design capability using tools such as Canva, Adobe Creative Suite, Figma, or PowerPoint is a strong advantage.
- Highly organised, able to manage multiple deadlines, and comfortable working in a fast-paced environment.
- Self-driven, adaptable, and open to learning and feedback.
- Interest in fintech, digital ecosystems, BFSI, or policy communication is an advantage.

How to apply

Please send your CV and current CTC to communications@faceofindia.org and teamface@faceofindia.org with the subject line: Application – Manager – Communications & Engagement.