



Opening: Manager – Membership & 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 – Membership & Engagement will support FACE's work across membership growth, member servicing, ecosystem engagement, and operational coordination. The role will work closely with leadership to manage the end-to-end membership lifecycle, strengthen relationships with members and partners, and ensure disciplined execution across engagement and follow-up processes.

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

- Manage end-to-end membership operations including outreach, onboarding, documentation, renewals, tracking, and ongoing member support.
- Maintain centralised databases and MIS covering membership pipelines, contact records, follow-ups, and associated payments or revenues.
- Support business development by engaging prospective members and ecosystem partners, coordinating discussions, and tracking progress through to closure.
- Serve as a primary coordination point for FACE members, handling queries, participation in programmes, and ongoing engagement.
- Coordinate member participation across FACE initiatives including webinars, roundtables, workshops, and partner engagements.
- Liaise with members, partners, speakers, and vendors to ensure timely information flow and effective coordination.
- Support membership-related documentation, record-keeping, compliance, audit processes, and operational requirements.
- Assist with internal communications including board materials, presentations, and member-related inputs.

- Provide administrative and operational support including follow-ups, travel coordination, reimbursements, and other assigned responsibilities.

Selection criterion

- Bachelor's or Master's degree in management, communications, marketing, or a related field.
- 3–5 years of experience in membership management, engagement, business development, operations, or similar roles.
- Strong interpersonal and stakeholder coordination skills.
- Proficiency in MS Office / Google Workspace; comfort with CRM tools and structured trackers.
- Highly organised, detail-oriented, and capable of managing multiple parallel priorities.
- Self-driven, adaptable, and comfortable working in a small, fast-paced team.
- Interest in fintech, digital ecosystems, BFSI, or policy environments 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 – Membership & Engagement.