Manager- Strategic Partnerships, Customer Protection Program, Dvara Research

About Dvara Research

Dvara Research envisions a world in which every low-income household and every enterprise has complete access to suitable financial services and social security through a range of channels that enable them to use services securely and confidently. We identify ourselves as the voice of low-income customers. They are the reason we exist, and we are relentless advocates for their financial wellbeing. Since 2008, Dvara Research has deeply analysed, and carefully written about, financial inclusion and social protection in India from policy, regulatory, and practitioner perspectives that are anchored to its mission. Its work has gained the admiration and respect of policymakers and regulators, and since its inception, Dvara Research has been a research-partner of choice for such key policy-making bodies as the Reserve Bank of India, Securities and Exchange Board of India, Pension Fund Regulatory and Development Authority etc. Our work at Dvara Research is categorised into four verticals that conduct transformative research into the various aspects of financial inclusion and social protection. These four verticals are – Financial Systems Design, Future of Finance, Social Protection, and Household Finance Research. The Customer Protection Program, launched in late 2021, is a horizontal program that overlaps across all the areas of work that we do.

About Customer Protection Program

In December 2021, Dvara Research, with support from the Gates Foundation, launched the Customer Protection (CP) Program to design, test, and scale customer protection solutions for meaningful financial inclusion in partnership with sector stakeholders. As of June 2026, Dvara Research has successfully fulfilled its grant requirements and achieved the intended outcomes. As part of this program, 21 projects were undertaken, addressing diverse customer protection themes such as product suitability, data protection, information asymmetry, market monitoring, and grievance redress, across different product segments such as credit, payments, insurance, and savings. Dvara Research is now continuing this program in the form of phase 2, i.e., CP 2.0, having commenced earlier in the year. The primary objective of phase 2 of our work is to strengthen customer protection in digital financial services (DFS) by working at an ecosystem level to address digital payments fraud and related risks that affect trust and usage, particularly for vulnerable customers. The program seeks to improve the overall understanding of the scale and nature of customer harms, establish greater alignment among key stakeholders on priority risks, and drive more consistent and effective approaches to customer protection across the system.

The Role- 'Head- Strategic Partnerships'

Given the objectives of CP 2.0, particularly with regards to strengthening customer protection in DFS at the ecosystem level, Dvara Research is seeking to hire Manager, Strategic Partnerships to engage with key stakeholders in co-creating customer protection solutions and supporting adoption pathways, with the intended outcome of achieving scale. Relevant stakeholders consist of representatives from the following categories: (i) Regulators, Government, and Statutory Bodies (ii) Financial Service Providers including Industry Associations and Self- Regulatory Organisations (iii) Consumer Advocacy Groups and Last-Mile Partners (iv) Customers and Consumer Collectives (v) Knowledge and Social Impact Community.

The following are the key requirements of this role:

Stakeholder Engagement-

- Understand the research and policy priorities of different stakeholder groups and translate these insights into actionable research projects/ideas in collaboration with the research team at Dvara Research
- Engage regularly with stakeholder groups to build long-term relationships and establish institutional partnerships through formal MOUs, with the objective of diagnosing relevant problem statements, co-creating customer protection solutions, and disseminating learnings
- Participate in relevant sector specific forums (conferences, workshops, roundtables, etc.) to strengthen awareness and visibility of Dvara Research's work on financial customer protection
- Coordinate multi-stakeholder engagements, events, convenings, workshops, and collaborative initiatives
- Coordinate internally with research teams to execute partnership initiatives
- Conceptualise and draft strategic partnership documents describing the nature of partnerships, roles and responsibilities, and intended outcomes
- Act as an intermediary between the research teams and external stakeholders to ensure seamless coordination and alignment on shared objectives
- Proactively cultivate and identify funding opportunities in line with DR's existing portfolio and future directions
- Support fundraising and business development efforts where relevant

Outreach and Dissemination-

- Strategically position Dvara Research's work among relevant stakeholders and effectively communicate its perspectives on key customer protection issues, associated solutions, and recommendations tailored to different stakeholder groups

Knowledge Management-

- Build a foundational understanding of the financial inclusion landscape and emerging policy priorities related to financial customer protection
- Stay abreast of developments relevant to financial customer protection and broader financial inclusion sector
- Periodically update the research team on the evolving sectoral discourse and stakeholder priorities

Expected Skills

- **Inclination towards research**- Demonstrates intellectual curiosity and an interest in research; is able to apply sound critical thinking skills with the ability to analyse topics from first principles; is able to appreciate Dvara Research's unique and differentiated position in the social impact sector
- **Reflexive attitude and mindset**- An open mind and eagerness to learn new things; being comfortable with uncertainty and changing situations; making sense of large amounts of new information quickly; being self-critical, self-aware and open to learning from others
- **Interpersonal skills**- Communicating clearly and thoughtfully; dealing effectively and sensitively with different opinions and conflicts; has the skillset to craft meaningful narratives with the objective of influencing actions of key stakeholders
- **Motivation and persistence**- Thinking independently about issues; being self-motivated and self-sufficient in planning and executing tasks; being a consistent worker; knowing when to ask for help
- **Integrity and honesty**- Exhibiting a high degree of integrity and honesty in one's dealings; contributing to the team's performance and considering it as important as one's own performance

- **Exiting Networks and Personal Brand –** Should have an extensive network in the financial sector, especially focusing on financial inclusion and with for profit organisations and donors

Minimum Qualifications

- Master's degree in development economics, sociology, regulatory theories, public policy, business administration, development studies or allied discipline
- At least 10 plus years of working experience in banking, financial services, consulting, or other relevant role
- Demonstrated experience in stakeholder engagement and program management with the ability to influence senior stakeholders to drive adoption of new products, policies, or program changes

Remuneration and Location

- Remuneration will be competitive and commensurate with experience
- This position is based remotely, and you will have the flexibility to work from anywhere within India
- Must be willing to travel extensively within India for internal and external meetings, amounting to atleast 20% of monthly working time

Duration

This is a full-time position for two years with the possibility of an extension for an additional year

Reporting

The 'Manager- Strategic Partnerships' will report to the Lead at Dvara Research.

How to apply

Interested candidates may send their CV and cover letter to Supriya.saxena@dvara.com
with the subject line: "**Manager – Strategic Partnerships – [Your Name]"**