



EMVCo is looking to recruit a new Director of Engagement and Operations. This role plays a key part in developing EMVCo's strategic priorities and objectives. The role is also responsible for the day-to-day management of the operational, financial, and legal aspects of running EMVCo.

This opportunity has arisen, as Brian Byrne, EMVCo's current Director of Engagement and Operations, has let EMVCo know that in January 2023 he plans to step down from his current role of Director of Engagement and Operations, and devote more time to a number of personal interests.

The Director of Engagement and Operations reports to EMVCo's Board of Managers and works closely with EMVCo's Executive Committee, EMVCo Associates, the Director of Technology, and the Director of Communications.

Interested candidates can find out more information about the position responsibilities and application requirements on the next page. Submissions will be accepted until 15 August 2022.



## EMVCo Director of Engagement and Operations – Position Description

2022

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Position Title:	EMVCo Director of Engagement and Operations
Reports To:	EMVCo Board of Managers
Compensation:	Competitive, depending on experience
Location:	Candidate may reside anywhere near a major international airport hub
Term:	Two-Year contract with option to renew
Start Date:	November 1 <sup>st</sup> , 2022
Dedication:	Full time
Travel:	Approximately 40% time; candidate will be expected to travel to meetings in Asia, Europe, and the Americas. All reasonable travel expenses will be paid by EMVCo.
To Apply:	Qualified candidates should send a resume, employment references, and a letter detailing qualifications for this position to <a href="mailto:secretariat@emvco.com">secretariat@emvco.com</a> .

### Introduction

Some key responsibilities for the Director of Engagement and Operations are representing EMVCo across the wider payments industry and its stakeholders as well as being the principal point of contact with the EMVCo Associate community. The role delivers the strategic direction set by the EMVCo Board of Managers, working with the Director of Technology and the Director of Communications. The role is also responsible for the day-to-day management of the operational, financial and legal aspects of running EMVCo.

### Background

EMVCo creates and manages EMV Specifications and programmes that enable seamless and secure card-based payments for businesses and consumers worldwide.

EMV® Specifications support technologies including EMV Chip [Contact](#), EMV Chip [Contactless](#), [Mobile](#), [QR Code](#), [Secure Remote Commerce](#) (SRC), [3-D Secure](#) (3DS) and [Payment Tokenisation](#) and are widely used by the payments industry to develop products and services that deliver trusted and convenient in-store, online and remote card-based payments.



As a global technical body, EMVCo is collectively owned by American Express, Discover, JCB, Mastercard, UnionPay and Visa. Hundreds of payments stakeholders, including merchants, banks and technology providers, participate as EMVCo [Associates](#) and [Subscribers](#) to develop, evolve and enhance flexible EMV Specifications that support innovation and address marketplace needs. All EMV Specifications are available royalty free on the EMVCo website.

## Responsibilities

This position includes, but is not limited to, the following responsibilities:

### Strategy

- Based on input, guidance, and direction from the EMVCo Executive Committee (EC) / Board of Managers (BoM) / Director of Technology (DoT) / Director of Communications (DoC) and the EMVCo associates, outline EMVCo's strategic roadmap and identify the EMVCo organizational objectives to support the roadmap.
- Bring forward issues impacting the organisation's strategy and goals.
- Build relationships with each of the EC and BoM members to understand and further the engagement and organisational goals.
- Other strategy development as assigned by the EC/BoM.

### Industry Engagement

- Recommend a strategic plan for engagement and collaboration with key industry bodies. Oversee the implementation of the plan with the participation of the DoC and DoT.
- Build and manage trusted partner relationships with EMVCo members, Associates, Subscribers, Industry Bodies and other payment ecosystem partners and groups.
- Liaise with industry bodies with a business/strategic focus.
- Attend all Associates Meetings (SIMs are optional depending on the nature of the meeting).
- Recruit participants for the EMVCo Associates Programme.
- Create and strategically leverage relationships with external stakeholders, including the Board of Advisors.
- Gather input on external stakeholder needs – anticipate, understand, and respond in informal and formal settings through ongoing engagement to drive the organisation's direction.
- Represent EMVCo in external engagement and general education when appropriate, with press, industry analysts and the vendor community through meetings, interviews, testimony, speaking engagements at industry conferences, and webinars and teleconferences.
- As directed by the Board of Managers, engage with Legislators, Government, Regulators and Regulatory agencies to educate on the role of EMVCo in the card payments industry.
- Ensure alignment on EMVCo positioning to Legislators and Regulators worldwide, and report to the Board of managers on regulatory trends and issues.

### People Leadership

- Lead on General Secretariat oversight



- Provide direction, performance reviews and staff development for Manager of Operations

### **Legal Management and Oversight**

- Manage EMVCo counsel relationship oversight
- Represent EMVCo in legal discussions when instructed by BoM
- Manage the development of business-oriented liaison agreements with counsel
- Facilitate gathering of outside counsel responses and other advice on legal questions posed by BoM, with the legal secretariat

### **Budget and Financial Oversight**

- Provide overall budget oversight for the organisation, recommend the annual budget to the Board of Managers for approval and manage resources within those guidelines
- Oversee the financial results and is responsible for meeting targets

### **Operational Oversight**

- Ensures the organisation consistently and efficiently meets the needs of the stakeholders, including the Board of Manager and the Associates; tailors the organization's operations to best meet the needs of the industry.
- Makes recommendations to BoM on efficiency improvements, including proposals to delegate authorities
- Take high-level views of industry priority topics from an operational perspective, interpret them into specific action items at a Working Group and Taskforce level and present recommendations to the Board and Executive Committee, as appropriate
- Identify new revenue and cost reduction opportunities

### **Qualifications**

The successful candidate will have the following qualifications:

- Bachelor's or Master's degree preferred
- Minimum of 10 years' experience in the payments industry
- Understanding of physical and virtual card-based payments
- Knowledge of EMVCo, payment industry trends and payment industry participants
- Minimum of 10 years' experience in a senior managerial role with proven leadership ability
- Fluency and excellence in both written and verbal English; fluency in one or more other languages preferred
- Ability to manage multiple work items and maintain aggressive deadlines
- Proven negotiation skills and the ability to remain neutral while working with diverse stakeholders
- Strong client relationship management and programme management experience
- Experience in Standards Body participation preferred