JOB DESCRIPTION

1. POSITION DESCRIPTION:	
Position Title:	Head of Artificial Intelligence (AI)
Reports to:	Chief Operating Officer (COO)
Division:	Operations
Department:	COO Office
Location:	Dubai
Grade:	B (Associate Director)

2. JOB PURPOSE:

Lead the Artificial Intelligence (AI) strategy, product development, and AI-driven supervisory solutions. This role is instrumental in transforming how regulatory insights are generated, how risks are detected and supervised, and how operational efficiency is achieved through intelligent automation.

Lead the design and implementation of AI systems that are not only scalable and performant, but also auditable, explainable, and ethically grounded.

3. KEY RESPONSIBILITIES:

AI Strategy & Execution

- Define and execute DFSA's enterprise-wide AI strategy aligned with regulatory priorities, innovation goals, and ethical standards.
- Serve as DFSA's central point for AI leadership, ensuring alignment across business, supervisory, and operational functions.

Model Selection & Architecture

- Evaluate and select appropriate AI/ML models based on the regulatory context, interpretability needs and risk profile.
- Ensure architectural decisions align with DFSA's governance standards, data environment, and long-term scalability objectives.

AI Development & Deployment

- Oversee hands-on design, prototyping, and scaling of AI models and solutions.
- Collaborate with data, policy and business teams to deploy AI in production environments.
- Ensure robust performance monitoring, model explainability, and continuous improvement.

Engagement & Collaboration

- Collaborate with Supervision, Enforcement and Policy & Legal Divisions to embed AI into business processes.
- Engage with fintech's, AI solution providers, regulatory peers, and academic institutions to co-create innovation.
- Represent DFSA in external forums on AI and digital transformation in financial regulation.

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Governance & Ethical Oversight

- Establish and maintain a comprehensive AI governance framework aligned with DFSA's regulatory objectives, international AI standards, and ethical best practices.
- Ensure AI system transparency, explainability, and auditability, especially for models used in supervisory, risk, surveillance, or enforcement domains.
- Define and implement model risk management practices for all AI/ML models used by the DFSA, including regular validation, performance monitoring, and drift management.

Policies, Systems, Processes & Procedures

- Operating within the first line of defence, you will share responsibility for ongoing risk management while promoting a strong risk culture within the division and across the organisation in line with the DFSA Risk Management Framework.

4. WORK ENVIRONMENT:

At the DFSA, the Operations Division fosters a dynamic, forward-thinking environment where collaboration and innovation are the core of our operating model. We believe in empowering our people to drive change and provide creative, solution-driven services across a diverse range of functions including Authorisation, Corporate Affairs and International Relations, Information Technology and Innovation, Cybersecurity, Human Resources and Finance. Our team members are encouraged to explore new ideas, challenge traditional processes, and contribute to a progressive work culture that supports both professional growth and operational excellence. We are committed to continuous improvement, and our team's diverse perspectives ensure that we remain agile, innovative, and responsive to the evolving needs of the financial services industry.

The Division's key themes, in support of the DFSA's strategy, are:

- Operational excellence and efficiency.
- Talent development and workforce empowerment.
- Data-driven decision making.
- Risk management and compliance.
- Stakeholder engagement and relationship management.

The Division is led by the Chief Operating Officer, who is also an Executive Committee member of the DFSA.

5. COMMUNICATION:

Internal: All Divisions

External: Government Agencies, technology vendors and service providers and academic/research institutions.

6. AUTHORITY & DECISION MAKING:

- Communicate openly when required on key matters that would have a high impact on the organisation. High level communication on various ongoing initiatives and regular reporting on AI projects / programme progress. Any out of budget items should go to the COO for approval.
- Determines the requirements of technology platforms, applications, and AI budgetary requirements.

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7. QUALIFICATIONS, EXPERIENCE, & SKILLS:

Eligibility Criteria:

- Bachelor's degree in computer science, engineering, information technology, or a related field.
- Hands-on AI solution development and deployment in live production environments.
- Strong understanding of machine learning, NLP, intelligent automation, and associated tech stacks.
- Familiarity with AI use cases in areas such as fraud detection, credit risk, regulatory compliance, or customer intelligence.

Minimum Experience:

- 15+ years of experience in the technology domain, with at least 5 years leading AI initiatives at scale ideally gained at working in within the financial services industry in roles involving technology innovation, digital transformation, or advanced analytics.

Knowledge, Skills & Attributes:

- Strategic thinking and executive-level stakeholder management skills
- Strong leadership with the ability to build and manage cross-functional AI teams
- Regulatory understanding and ethical foresight to ensure AI systems are deployed safely, responsibly and with measurable impact.
- Deep technical knowledge combined with practical execution ability
- Experience in implementing AI responsibly with a risk-aware mindset
- Excellent communication, collaboration, and change management skills
- Able to explain complex models to non-expert stakeholders.