



## Senior Associate, Stakeholder Engagement and Operations Program Duta Guru

"The people who are crazy enough to think they can change the world, are the ones who do."  
- Steve Jobs

Teach For Malaysia is an independent, not-for-profit organisation on a mission to empower our nation through education. We believe that a child's education and future should not be determined by his or her circumstances in life. Thousands of students don't have the chance to realise their potential because of many socioeconomic factors, like how much their parents earn or where they live.

We recruit, train and support our country's rising generation of leaders to teach in high-need schools across the nation, through the Teach For Malaysia Fellowship - a two-year leadership development programme. We've impacted over 44,000 students, working with the Ministry of Education and other partners. Beyond the Fellowship, our growing network of Alumni are lifelong advocates for education and expanding opportunities for students, working as a movement to build an ecosystem of solutions at all levels of society - from the classroom to the boardroom.

We are looking for champions to join our team in this movement of change, who share our vision, mission, and core values; Sense of Possibility, Excellence, Collaboration, and Integrity. All these are an important part of our culture, to ensure long-term, sustainable success, and realise our vision:

**One day, all children in Malaysia will have the opportunity to attain an excellent education.**

Our collaborative working environment opens up many opportunities for you to expand your network and lead your own learning, alongside other team members, Fellows and Alumni, corporate partners, the Ministry of Education, and other education stakeholders. Teach For Malaysia is also a partner in the Global Education Network, Teach For All.



While our compensation package is fair and competitive, we do not expect this to be your key reason for joining us. After all, we are not just offering you a job; we are looking for a like-minded future leader to grow with us and help us in our mission to end education inequity in Malaysia.

## **About Program Duta Guru**

Program Duta Guru is a two-year development programme to empower teachers to be highly competent and committed; serving as role models to enhance higher order thinking skills (HOTS) through STEM education as a foundation to being a competitive nation. The programme's mission is to build upon existing systems to improve the competency of Malaysian public school teachers in order to enhance students' higher order thinking skills.

Many STEM initiatives have been created within Malaysia, targeting different levels of the education ecosystem. Despite these efforts, STEM enrollment in Malaysian public schools remains low due to a lack of interest and competency. One key intervention, as outlined by the government, is to upskill teachers who play a great influence on student choices and education outcomes. Program Duta Guru aligns to this.

Teach for Malaysia has been appointed as the implementation partner of Program Duta Guru which is a collaboration between Yayasan PETRONAS ("Yayasan") and the Ministry of Education ("MOE"), through Pusat STEM Negara (PSN).

Program Duta Guru supports teachers in every district in Malaysia through national and regional training events, as well as individualised coaching and support. The programme launched in December 2019, and the first cohort of 150 participants started their training in June 2020. Program Duta Guru participants are grouped according to 6 zones, and each zone is managed by a Programme Coordinator with a small team of Pembimbing Duta Guru (teacher coaches). There are also two Senior Programme Coordinators who will each manage two Programme Coordinators in their teams.

More information about Program Duta Guru is available at this link - <https://www.yayasanpetronas.com.my/program/duta guru/>

**Role:** Senior Associate, Stakeholder Engagement and Operations  
**Start Date:** Immediate  
**Employment Type:** Full-Time, 1 year contract  
**Location:** Kuala Lumpur

### **Mission for the Role**

The mission of the Stakeholder Engagement and Operations Senior Associate is to facilitate programme delivery by creating and maintaining large-scale operational systems as well as ensuring operational efficiency of the programme. This includes creating an optimal and conducive environment for Participants at every event conducted by the Programme Team across the regions.

Additionally, the role will also support the reporting of development and progress of the programme based on the activities and events carried out as the Programme Implementer. This also includes working with various members of the team and stakeholders to drive the outcomes to be measured in reports. Given that Program Duta Guru is a brand new programme that has been launched, the role will also work collaboratively within the team to create a knowledge management system for the team to consolidate all documents and information for recording and reference.

### **Key Measures of Success**

#### **Stakeholder Engagement, Planning and Performance Reporting**

- Effective articulation of PDG's progress updates and reports through scheduled reporting to internal and external stakeholders
- Development of an effective knowledge management system to track and record all engagements and activities as Programme Implementer.
- Effective stakeholder engagement and management - for PDG's strategic and operational purposes, evident through establishment of strong understanding, buy-in, collaborative partnerships and consideration of internal and external stakeholders' requirements in mutually beneficial goals and agreeable decisions.

#### **Programme Engagement and Operations**

- Participants and Staff satisfaction rate towards overall experience, support and execution of logistics of events.
- All events operations are optimized to ensure they are cost effective
- Institutionalization and assimilation with TFM's practices of processes and procedures for Program Duta Guru operations.
- Systematic knowledge management and maintenance of programme and event operations project information.

### **Duties and Responsibilities**

The role will work closely with the Head of Stakeholder Engagement and Operations as well as the Head of Program Duta Guru to facilitate these activities:

#### **Project Management and Execution of Programmatic Engagements and Operations**

- Work closely to support the PDG Programme Team in planning events for the delivery of the programme.
- Engage in preparation and orientation prior to the first engagement (i.e. National Induction), including sending introductory email to Participants.

- Effectively manage all logistical matters and provide communication support to Participants with regards to programme delivery in all regions; including, but not limited to accommodation, food, venue, transportation, technology etc.
  - Sub-events within PDG; including, but not limited to National Induction, Regional Training, Duta Guru-Ex, Graduation, etc.
- Managing programme and event operational costs to ensure events and other operational spending are kept within the budget allocated and are optimised throughout the duration of the programme.
- Developing, implementing and maintaining effective processes and structures that allow for thorough knowledge management.
- Capture and track issues, risks and all relevant updates on event operations implementation from all relevant sources, and collaborate with the related stakeholders to address any, if necessary.
- Support communication with all regional external stakeholders (i.e. school stakeholders, vendors, corporate stakeholders) across regions.
- Support Head of Stakeholder Engagement and Operations in building and maintaining relationships with regional government stakeholders (e.g. JPNs, PPDs and schools).
- Manage communication with all Duta Guru Participants via all communication platforms, including as a resource/point person to Participants and Staff for questions of events and activities happening across the regions.
- Ensuring brand identity of all parties involved (i.e. Teach For Malaysia, Yayasan PETRONAS, Pusat STEM Negara and Petrosains) are considered in all communication strategies.

### **Stakeholder Engagement, Planning and Performance Reporting**

- Support the team in maintaining and nurturing partnerships within the Program Duta Guru ecosystem including private and public sectors (including but not limited to Yayasan PETRONAS, Pusat STEM Negara, Petrosains, etc.) who collaboratively work towards implementing and deepening impact of the Program Duta Guru
- Support the team in creating and implementing strategic reviews for Program Duta Guru
- Prepare reports, continuously document activities and developments of the programme in a systematic manner for stakeholders.
- Assist in identifying and implementing strategic priorities to deliver the programme
- Liaising with PDG team (including Yayasan PETRONAS, Pusat STEM Negara and Petrosains) to follow-up, track and monitor progress of key tasks and ensure timely, seamless exchange of information between parties to drive the programme forward
- Support cross functional teams to drive outcomes of key indicators to be measured for Program Duta Guru as the Programme Implementer.
- Update system to track the team's progress and issues.
- Coordinate communication of progress updates on programme implementation cross-functionally; with various organisation's departments and / or stakeholders.
- Co-create a system with the team to track all key programme indicators to measure our effectiveness as the Programme Implementer and manage it.
- Creating and maintaining knowledge management systems for Program Duta Guru Team
- Develop and maintain a comprehensive stakeholder engagement database
- Maintain rigorous tracking and records of internal and external engagements and collateral to ensure efficient use of resources.

## Required Competencies

- Passion for Teach For Malaysia's mission and the movement and a desire to operate within the Teach For Malaysia's Core Values
- Emotional intelligence including effective relationship building
- Clear and confident, and emotionally engaging communicator both in writing and verbally
- Strong desire to learn new things and grow professionally
- Ability to articulate key information to external stakeholders about development of Program Duta Guru
- Strong customer service ethic
- Ability to develop strong relationships and partnerships with diverse individuals and groups of people, including Participants, vendors and regional stakeholders.
- Experience and enthusiasm working with a team and creating a collegial atmosphere with Staff and Participants
- Exceptional organisational skills with strong attention to detail
- Excellent reasoning, problem-solving and process-based thinking skills
- Ability to manage operational budget effectively
- Highly adaptable and work effectively in an entrepreneurial, fast-paced, deadline-driven, collaborative and VUCA (volatile, uncertain, challenging and ambiguous) environment
- Proactive self-starter with the ability to manage multiple streams of work, independently prioritise tasks and deliver within deadlines.
- Strong proficiency in MS Office and G Suite platforms
- Fluent in spoken and written Bahasa Malaysia and English.
- Must be able to travel independently between multiple work sites in other regions, if necessary.

## Who should consider this role

- 2 years working experience and a Bachelor's degree (in any field).
- Experience in event/logistics/project management and stakeholder engagement are preferred

**To apply, please send us a copy of your CV (with 2 referees listed) and answers for the following questions to [careers@teachformalaysia.org](mailto:careers@teachformalaysia.org) (Not more than 200 words per question)**

1. Why does joining the Teach For Malaysia (Program Duta Guru) team excite you?
2. What is your long term career goal? Please elaborate how joining Teach For Malaysia (Program Duta Guru) team is a step towards achieving that.
3. Given that Program Duta Guru is a brand new programme that has been launched, there may be new challenges, uncertainties and lots of fluidity expected in the work. Share an experience in which you were able to adapt to a volatile, uncertain, challenging, ambiguous (VUCA) environment. In your answer, please cover:
  - a. A brief explanation of the situation/environment you were in
  - b. How did you adapt
  - c. What lessons did you learn
4. What are the three most important attributes or skills that you believe you would bring to our team?