



Associate/Senior Associate, Programme 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. The second cohort of 180 participants started in January 2021, and the third cohort of 300 participants will start in January 2022. Program Duta Guru participants are grouped according to 6 zones, and each zone is managed by a Programme Coordinator with a team of Pembimbing Duta Guru (teacher coaches).

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

Role: Programme Operations (Associate/ Senior Associate)
Start Date: Immediate
Employment Type: Full time, 1 year contract (renewable)
Location: Kuala Lumpur

Mission for the Role

With the larger purpose of achieving Program Duta Guru (PDG)'s Vision and Goals, the Programme Operations Senior Associate works within PDG's Stakeholder Engagement and Operations (SEO) Team and Training and Support (TS) Team to facilitate programme delivery by:

- Creating and maintaining large-scale operational systems as well as ensuring operational efficiency of the programme.
- Creating an optimal and conducive environment for Participants at every event conducted by the Programme Team across the regions.
- Serving as a resource to Participants and Staff for logistical questions of events and activities happening across the regions.

Key Measures of Success

- 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

In order to achieve the Mission of this role, a Programme Operations Senior Associate should:

- Work closely to support the PDG SEO and TS Team in planning events for the delivery of the programme in multiple regions.
- Engage in preparation and orientation prior to the first engagement (i.e. National Induction), including sending messages and 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, National Symposium, Graduation, etc.
- Ensuring all **resources** (i.e. print-outs, stationeries, materials, etc.) are available and ready for the purpose of achieving the objective of PDG and individual training sessions
- 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.
- Ensure brand identity of all parties involved (i.e. Teach For Malaysia, Yayasan PETRONAS, Pusat STEM Negara and Petrosains) are considered in all communication strategies.

Required Competencies

- Passion for Teach For Malaysia's mission and the movement
- 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
- Strong customer service ethic
- Ability to develop strong relationships and partnerships with diverse individuals, including Participants, vendors and regional stakeholders.
- Experience and enthusiasm working with a team and creating a collegial atmosphere with Staff and Participants
- Proactive self-starter with the ability to manage multiple streams of work, and independently prioritise tasks
- Strong organisational skills with attention to detail
- Excellent reasoning, problem-solving and process-based thinking skills, including responding to the needs of Participants and Staff in the PDG environment
- 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
- Strong proficiency in MS Office and G Suite platforms
- Fluent in spoken and written Malay and English.
- Must be able to travel independently between multiple work sites in other regions, if necessary.

Who should consider this role

- Bachelor's degree (in any field)
- Minimum 1 year experience in event/logistics/project management or support is preferred but not mandatory.

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

1. Why does joining the Program Duta Guru team excite you?
2. What is your long term career goal? Please elaborate how joining the Program Duta Guru team is a step towards achieving that.
3. Given that Program Duta Guru is a rather new programme, 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 would ensure your success in this role?