



Talent & Operations Officer

“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 were born/live.

We recruit, train and support our country’s rising generation of leaders to teach in high-need schools across the nation, through our 2030 strategy consisting of 2 flagship programmes which is the Teach For Malaysia Fellowship and Program Duta Guru - our two-year leadership development programmes focused on growing leaders across the education system. We’ve impacted over 150,000 students and worked with the Ministry of Education and other corporate and social sector partners to collectively bring transformation to the education system. Beyond the Fellowship and Program Duta Guru, our growing network of Alumni, education champions and supporters 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.

As we celebrate TFM’s 10-years of existence and impact, we are looking for champions to join our team in this movement of change - people who share our vision, mission, and core values (Sense of Possibility, Excellence, Collaboration, and Integrity) - so that we are able to collectively work towards expanding our impact. Alignment to our vision, mission and values are integral to TFM’s culture, to ensure long-term, sustainable success and to realise our mission to:

Build a movement of leaders in the education ecosystem to empower all children in Malaysia to realise their potential

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 achieve our mission.

Role: Talent & Operations Officer
Start Date: Immediate
Employment Type: Full-time, 6-months
Location: Kuala Lumpur, Malaysia

Objective

By taking up this role, you have the opportunity to use your skills to create tangible impact in the lives of students in Malaysia and experiences for one of TFM's biggest pride - our talent. You will be focusing on ensuring operational excellence in talent related matters, support with learning & development of staff, as well as run talent engagement initiatives to enhance our staffs' experience while working in TFM. Ultimately, we want to co-create a culture that aligns to TFM's core values and work towards the audacious goal of making TFM the greatest place to work. This role is part of the larger Finance & Operations team, and you will be involved in - on top of talent and operations - finance, technology and strategy related work. Ultimately, your contributions will have a direct and tangible impact building a sustainable, effective and efficient organisation.

Overview of Role

This role reports to the Head of Talent & Operations, and works closely with the Talent & Operations Senior Associate. On top of that, this role will have dotted line task-based reporting to other members of the Finance & Operations team.

Key Measures of Success

- **Staff Engagement Rate (measured via the annual Engaging For Results Survey)** – Staff engagement is key in supporting staff members to stay passionate and motivated. The Finance & Operations function, inclusive of the Talent and Operations team, plays a critical role in being the custodian of culture, efficiency and effectiveness of the organisation by mobilising various resources to achieve optimal staff engagement and effectiveness.
- **Operational Accuracy, Effectiveness and Efficiency** – Operational Human Resources is the foundation and key enabler of talent. It ensures that the organization is able to run seamlessly. Operational excellence includes ensuring the timeliness and accuracy of operational output, as well as the efficiency and effectiveness of processes. It is about getting the operational basics right and with minimal energy.
- **Recruitment Time-to-Hire** - Ensuring that vacancies are filled in a timely manner in order for the organization and teams so that teams will be adequately staffed to meet our annual goals.
- **Timely completion and strong satisfaction rate of designated projects and initiatives.**

Duties and Responsibilities

Your responsibilities include but are not limited to the following:

Talent Engagement

- Initiating, planning and executing talent engagement initiatives eg. professional development sessions, social events to increase staff engagement and provide opportunities for upskilling.
- Plan and execute compliance and policy trainings for staff.
- Work with Talent & Operations Manager to assess learning, development, wellbeing and other talent engagement needs for the organization, plan out and execute talent initiatives for the year.
- Conducting focus groups or needs assessment for Staff to understand the needs of talent.
- Conduit between staff members and management; highlighting key issues from staff members and working with the Talent & Operations Manager to resolve issues.

- Liaise with external vendors/stakeholders for HR/talent partnership opportunities that will benefit staff members.

Recruitment

- Support end-to-end hiring process for both interns and full-time roles (with the exception of final stage assessments) through coordination of Job Description preparation, posting of vacancies on job portals, headhunting, cultivating, screening and coordinating assessment centre and interview logistics. Liaise with hiring managers to coordinate the recruitment and selection process.
- Support team to enhance interview questions and assessments in line with TFM's core competencies.

General Operational Duties

- Ensure proper documentation and safekeeping of HR documentation (e.g. correspondences, maintaining personnel records, other miscellaneous documents and file maintenance).
- Updating Employee Handbook to ensure accuracy and clarity.
- Coordinate planning and logistics of organisation-wide events such as Monday Morning Meetings and Staff Retreat.
- Any other reasonable talent operations, talent and culture duties as assigned.
- Support Office Manager in refurbishing and enhancing the physical environment, to increase productivity of staff in the office.

IT Support

- Manage IT related tasks, including laptop assignment & set-up, monitoring and maintenance of IT hardware tracker.
- Liaise with TFM's third-party technology vendor for critical IT/technical support.
- Support with the effective adoption of TFM's internal knowledge management platforms.
- Support with inventory management of TFM assets and merchandise.

Other Functional Projects

- Conduct research and analysis work for tools, strategies and policies to digitalise internal operations, such as accounting system migration, adoption of Human Resource Information System "HRIS" and support the implementation of these transitions.
- Together with the Talent Team, plan and organise TFM's org-wide events such as org-wide staff retreats, and other staff engagement events.
- Support the Finance & Operations Director and Senior Manager in crafting policies and procedures and other HR/financial governance projects to ensure TFM is compliant and our internal governance is strong.
- Support with TFM's 10th Year Celebration, including planning, engaging internal and external stakeholders and working with the committee on tasks to ensure smooth execution of the event.
- 20% support to other teams eg. Talent Acquisition and Community Mobilisation when required to expand own knowledge of TFM's mission while providing manpower support to the teams.

Any other reasonable talent, finance, operations, and administrative duties as assigned.

Required Competencies

- Possess a relevant Bachelor's degree in any field.
- Passionate about our mission: Believes deeply in the importance of inspiring/investing external people in our mission, and has high expectations for how Teach For Malaysia is viewed by external constituents.
- Aligned with our core values: Sense of Possibility, Excellence, Collaboration and Integrity.
- Exceptional organisational skills with strong attention to detail
- Highly integrous, able to handle confidential information responsibly and maturely
- Highly empathetic yet objective, able to strike a balance between the needs of people and the organization
- Clear and emotionally engaging communicator; with proven ability to build and maintain good relationships with internal and external stakeholders
- Deeply enjoy connecting with and caring for people; desire to develop strong relationships and

- partnerships with diverse individuals or groups of people
- Proactive, independent self-starter with the ability to manage multiple streams of work and prioritise tasks.
 - Highly adaptable and work effectively in an entrepreneurial, fast-paced, collaborative and dynamic environment
 - Strong desire to learn new things and grow professionally
 - Excellent reasoning, problem-solving and process-based thinking skills
 - High degree of adaptability: ability to quickly adjust in a fast-paced, achievement-oriented, and Volatile, Uncertain, Challenging, Ambiguous (VUCA) environment
 - Strong verbal and written communication in English
 - Tech-savvy: Has knowledge of or **willing to learn** on how to build, develop, manage and maintain knowledge management systems, analytics dashboards, and customer relationships management softwares (including but not limited to Zoom, Canva, Confluence Microsoft Excel, Google Suite, Salesforce, and accountingHRIS softwares).
 - Willing to (dependent on COVID-19 restrictions) travel to office for on-site work for finance, HR, and administrative duties when required.

To apply, please send us a copy of your CV (along with 2 referees), and answers for the following three questions to careers@teachformalaysia.org . (not more than 300 words per question)

1. Why does joining Teach For Malaysia excite you?
2. What is your long term career goal? Please elaborate how joining TFM and this role is a step towards achieving that.
3. Highlight 1 relevant past experience that you think would make you the right fit for this role. In your example, share:
 - a. What was the goal
 - b. What were the challenges you faced in working towards the goal
 - c. What was the outcome
 - d. Share why that particular experience would enable you to carry out this role well
4. What are the three most important attributes or skills that you believe you would bring to our organisation and specifically this role?