



# Talent & Operations Manager

“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:** Manager, Talent & Operations  
**Start Date:** Immediate  
**Duration:** Full time, 1-Year Contract (Renewable)  
**Location:** Kuala Lumpur, Malaysia

### OBJECTIVE OF THE ROLE

This role aims to work towards making Teach For Malaysia the greatest place to work, by creating an inspiring workplace environment that enables staff to live up to their potential and deliver maximum impact.

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.

The ideal candidate is one who desires to create a culture that is anchored on TFM's core values of Sense of Possibility, Excellence, Collaboration and Integrity, has deep care for and enjoys connecting with people, and someone who seeks to continuously improve systems, processes and approaches in order to navigate the dynamic nature of a constantly-changing talent landscape.

This role reports to the Head of Talent & Operations, and is part of the larger Finance & Operations ("F&O") team. As an F&O team member you are expected to approach the subject matter of talent not just from a HR perspective, but wearing both a functional hat (finance, technology, operations and strategy) as well as organisation hat (how talent drives organisational impact and goals). Ultimately, your contributions will have a direct and tangible impact in building a sustainable, effective and values-driven organisation.

### 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 staffed with quality hires to create maximum impact.
- **Timely completion and strong satisfaction rate of designated projects and initiatives.**

### DUTIES AND RESPONSIBILITIES

We are a fast growing and evolving organisation with 70-80 (and growing) passionate and high performing individuals working towards achieving TFM's mission and vision for the children of Malaysia. This role requires you to:

#### Recruitment & HR Operations

- Oversee the end to end process of sourcing, recruiting, selecting and onboarding
- Work closely with Head of Talent & Operations and collaboratively with different managers to identify functional talent needs, which include:
  - Projecting and planning their talent requirement
  - Support managers in developing clear role descriptions and job profiles
  - Attracting, recruiting, assessing and onboarding staff members
  - Advising on performance management related issues and supporting with bi-annual performance management calibrations
- Drive plans and activities related to talent recruitment, which include:-
  - Develop and implement strategies to build talent pipeline internally and externally
  - Manage end-to-end selection process and ensuring high level of professionalism and efficiency
- Champion the onboarding process by ensuring that it is high-quality and up to date, in order to accelerate assimilation of new staff members
- Manage exit interviews to gather feedback for organisational improvements
- Through the Talent & Operations Associate, oversee and provide guidance on all human resource related operational activities including the monitoring of talent movement and changes, issuance of offer letter, payroll and other talent-movement related documentation.
- Maintaining staff records and human resource information system according to the employment laws
- Liaise with insurance providers to manage insurance related matters and ensure effective utilisation of plans and positive employee relations.
- Ensure proper documentation and safekeeping of HR documentation (e.g. correspondences, maintaining personnel records, other miscellaneous documents and file maintenance).

### **Organisational Culture & Development**

- Ideate, drive and execute culture initiatives and/or social events to increase staff engagement
- Work with Head of Talent & Operations to assess, plan and execute learning, development, wellbeing and other talent engagement needs for the organisation
- Measure effectiveness of initiatives conducted and use data/results to inform future improvements and initiatives
- Conduct skills-gap analysis to identify needs of staff members and source for learning & development opportunities (whether internally or externally) to support their professional development
- Craft policies, plan and execute compliance and policy trainings for staff

### **System and Process Enhancements**

Work with the Head of Talent & Operations to enhance and improve current systems, frameworks, policies and procedures, which include:

- Maintain and improve current system, frameworks, policies and procedures, which include:
  - Staff recruitment, selection, onboarding, engagement and development
  - Compensation, benefits and rewards framework
  - HR Policies and Procedures, inclusive of Employee Handbook
  - Performance management

### **Talent Strategy & Stakeholder Engagement**

- Work with Head of Talent & Operations to develop and deliver strategic HR plans that fit with the overall organisational direction in order to meet TFM's 2030 Strategy goals.
- Act as a conduit between staff members and leadership; highlighting key issues or grievances from staff members and work with the Head of Talent & Operations to resolve them
- Support Head of Talent & Operations in building partnerships with external stakeholders and vendors to maximise development opportunities/benefits available to staff and the TFM movement (Fellows, Alumni, Duta Guru)

- Work collaboratively and collectively with everyone to develop a an organisational culture that is aligned to our Core Values and Theory of Leadership
- Engage and network with external stakeholders to support TFM's future talent needs

### **REQUIRED COMPETENCIES**

- Aligned to TFM Core Values: Sense of Possibility, Excellence, Collaboration & Integrity
- Passion for TFM's mission, the education field, and developing people's potential
- Proactive self-starter with the ability to manage multiple streams of work, and independently prioritise tasks
- Strong desire to learn new things and grow professionally. Avid learner and practitioner of talent management field
- Highly adaptable and work effectively in an entrepreneurial, fast-paced, collaborative and dynamic environment

### **Role-Specific Competencies**

- More than 3 years of experience in a HR and talent management role, such as in-house talent management team or human capital consulting practices
- Strong organisational and prioritisation skills with exceptional attention to detail
- Highly integrous, able to handle confidential information responsibly and maturely
- Good understanding of HR regulations in Malaysia eg. Employment Act, Industrial Relations Act etc.
- Highly empathetic yet objective; able to strike a balance between talent needs and organisational needs.
- Deeply enjoy connecting with and caring for people; desire to develop strong relationships and partnerships with diverse individuals or groups of people
- Excellent reasoning, problem-solving and conflict resolution skills
- Ability to formulate and implement effective solutions through influencing and collaborating with leadership and staff
- Exceptional communication and interpersonal skills with proven ability to build and maintain good relationships with internal staff and external stakeholders
- Able to think strategically, critically, innovatively, and in a resourceful manner.
- People management experience is an added advantage.

### **Language & Technical Proficiency**

- Strong written and verbal skills and excellent proficiency in English and basic proficiency in Bahasa Malaysia
- Tech-savvy: Has knowledge of and/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 HRIS softwares)

**Note:** TFM practices a Hybrid Work Policy. However, you should be willing to travel to the office for meetings and other HR duties as required.

### **APPLICATION**

Please scan the following QR code or click on [this link](#) to submit your application through the application form.



*Due to the volume of applications we receive, we apologise that we will not be able to respond to all applicants - only shortlisted candidates will be contacted.*