



Programme Operations Associate/Senior Associate

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 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.

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 capability of Malaysian public school teachers in order to enhance students' interest and competency in STEM subjects and their 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 the Education Planning and Research Division (EPRD).

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, the first cohort of 150 participants started the programme in June 2020 and the second cohort of 180 participants started the programme in January 2021. Program Duta Guru participants are grouped according to 6 zones, and each zone is managed by a Programme Coordinator and 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/dutaquru/>

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 Associate/ Senior Associate works within PDG's Stakeholder Engagement and Operations (SEO) Team and supporting Training and Support (TS) and Mobilisation Community 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 regions.
- Serving as a resource to Participants and Staff for logistical questions of events and activities happening across regions.

KEY MEASURES OF SUCCESS

- Participants and Staff satisfaction rate towards overall experience, support and execution of logistics of events.
- Cost effectiveness and optimisation on the operation for all events
- Institutionalisation 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 Associate/ Senior Associate should:

- Work closely to support PDG Team in planning events for the delivery of the programme in multiple regions.
- Effectively manage all logistical matters and provide communication support to Participants with regards to physical 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.
- Ensure all **resources** (i.e. print-outs, stationeries, materials, etc.) are available and ready for the purpose of achieving the objective of PDG's physical training sessions.
- Manage 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.
- Develop, implement and maintain 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.
- Collaborate with Talent and Support team to capture and track issues that are relevant to technologies used for knowledge management within the implementation of PDG
- Support communication with all regional external stakeholders (i.e. school stakeholders, vendors, corporate stakeholders) across regions.

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.

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.