



Pre-Service Programme 2024

Operations Associate

“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: Pre-Service Programme (PSP) Operations Associate
Start Date: Immediate
Employment Type: Fixed Term, 8 Months Contract
Location: Kuala Lumpur & Sarawak

MISSION FOR THE ROLE

The Pre-Service Programme is a preparatory course for Fellows before the Fellowship and the aim is for Fellows to be empowered collective leaders that are equipped to make impact since day 1 of Fellowship and have vision for systemic change.

With the larger purpose of achieving PSP's Vision and Goals, the Operations Lead (OL) works within Teach For Malaysia (TFM)'s PSP Team to:

1. Create and maintain large-scale operational systems and manage operation associates to ensure efficient operations at PSP
2. Create an optimal and conducive environment for Fellows and students in order to maximize student and Fellow impact
3. Serve as a resource to Fellow and PSP staff for logistical questions, allowing others to remain focused on learning and development

DUTIES AND RESPONSIBILITIES

In order to achieve the Mission for this role, a PSP Operations Associate will **work closely with Operations Lead** to hold the following responsibilities but are not limited to the following:

Project Management, Coordination and Event Logistics

- Effectively coordinate all logistical matters with regards to PSP; including but not limited to accommodation, food, venue, inventory, technology etc
 - Sub-events within PSP - Including but not limited to Induction, Opening Dinner, Akademi, Closing Dinner etc
- Support in Fellow relocation at the beginning of their Fellowship programme
 - Research a list of potential accommodation to be shared to Fellows

PSP Communication

- Support communication with with different stakeholders (Fellows, staff, external partners)
- Responsible for the delivery of the Fellows' weekly email newsletter
- Draft and prepare any necessary formal letters

Operational Efficiency

- Assist in building and maintaining an excellent working and learning culture within the PSP team and Fellows in order to deliver a successful PSP
- Capture and track issues, risks and all relevant updates on event operations and implementation from all relevant sources, and collaborate with the related stakeholders to address any if necessary

KEY MEASURES OF SUCCESS

At the end of Pre-Service Programme (PSP), the following key measures are fulfilled:

- **Logistics and Coordination** : Fellows and staff satisfied with overall operations at PSP
- **Inclusive Support**: Fellows and staff indicated that they had a conducive learning/ teaching environment and all their basic needs were met
- **PSP Communication**: Fellows and staff satisfied with communication of news, logistical arrangements and events
- **Operational Efficiency**: PSP is getting the operational basics right and with minimal energy to achieve desired outcomes

REQUIRED COMPETENCIES

- Passion for Teach For Malaysia's mission and the movement
- Desire to operate within the Teach For Malaysia's Core Values

Role-Specific Competencies

- Proactive self-starter with the ability to manage multiple streams of work, and independently prioritise tasks
- Excellent reasoning, problem solving and process-based thinking skills - including responding to the needs of Fellows and staff in the PSP environment
- Strong customer service ethic

Years of experience & qualification

- Bachelor's degree holder (in any field).
- Experience in event/logistics management and stakeholder engagement are preferred
- Flexibility to work evenings, early morning hours, and weekends throughout this period

Leadership Experience & Team Adaptability

- Ability to be adaptable in an entrepreneurial, fast-paced, achievement-oriented environment
- Strong interpersonal skills and ability to work collaboratively with all levels of employees and stakeholders
- Able to build and maintain good relationships with internal and external stakeholders

Language & Technical Proficiency

- Strong written and verbal skills and excellent proficiency in English and basic proficiency in Bahasa Malaysia
- Excellent proficiency in MS Word, Powerpoint and Excel
- Willing and able to readily adopt and utilise any TFM database or technological platform / application (i.e. Google Suites, Confluence, Salesforce, Zoom etc.)

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.