



## Pre-Service Programme Operations Specialist

"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.

**Role:** Pre-Service Programme (PSP) Operations Specialist  
**Duration:** 17 September 2019 - 31 December 2019  
(PSP takes place from 6 November - 17 December)  
**Employment Type:** Full Time - Contract  
**Location:** Kuala Lumpur / Selangor  
**Reports to:** PSP Operations Manager

### **Mission for the role**

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

1. Create an optimal and conducive environment for Fellows and Students in order to maximise student and Fellow impact
2. Create and maintain large-scale operational systems to ensure efficient operations at PSP
3. Serve as a key service and support partner to Fellows and PSP staff

### **Key indicators of success**

- Fellows and staff are satisfied with overall operations at PSP
- Fellows and staff indicate that they had a conducive learning / teaching environment and all their basic needs (e.g. food, clean air, internet, sleep, etc.) were fulfilled
- Fellows and staff indicate that the Operations Team is approachable and responds to their requests promptly so that they can focus on learning
- Fellows and staff indicate that communication throughout PSP was clear
- Fellows and staff know where to find information and are able to do so with ease
- Fellows and staff indicate that the Operations Team model professionalism in line with TFM's Core Values of Sense of Possibility, Excellence, Collaboration and Integrity

### **Duties and Responsibilities as a PSP Operations Specialist**

In order to achieve the Mission of this role, a PSP Operations Specialist should:

- Effectively support the Operations Manager in managing all logistical matters with regards to PSP; including but not limited to accommodation, food, venue, transportation, inventory, technology etc.
- Implement and maintain effective processes and communication structures that allow for smooth and efficient communication within the movement and with external stakeholders
- Implement and maintain effective processes and structures that allow for thorough knowledge management
- Support in coordinating the set-up, clean-up, and take-down of learning and training resources and office systems
- Engage in preparation and orientation prior to PSP, including participating in all in-person meetings and conference calls
- Ensuring all resources (i.e. print-outs, stationeries, materials, etc.) are available and ready for the purpose of achieving the objective of PSP and individual sessions
- Assist in building and maintaining an excellent working and learning culture within the PSP team and Fellows in order to deliver a successful PSP by maintaining a high level of professionalism in all communication and interactions with staff and Fellows
- Engaging with internal (i.e. PSP and TFM staffs) and external stakeholders (i.e. school stakeholders, vendors, corporate stakeholders)
- Collaborate within PSP Operations team and with PSP Programme team

## 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, confident and emotionally engaging communicator
- Strong desire to learn new things and grow professionally
- Strong customer service ethic
- Experience and enthusiasm working with a team and creating a collegial atmosphere with staff and Fellows
- 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
- Highly adaptable and able to work effectively in an entrepreneurial, fast-paced, deadline-driven, collaborative and dynamic environment
- Exceptional organisational skills
- Openness to performing all kinds of logistical tasks, such as moving boxes, setting up and packing down event spaces, making photocopies, etc.
- Computer literacy skills, with proficiency in Google Suite (i.e. Drive, Docs, Slides, Sheets)
- Good command of English

## Requirements

- Experience in event and logistical management or support
- Minimum SPM/O' levels or equivalent qualification
- Live on-site at the training venue during PSP period in Kuala Lumpur/Selangor (6 November - 17 December)
- Flexibility to work evenings, early morning hours, and weekends throughout this period

## Note

- Food (two meals a day) and accommodation will be provided during the PSP period (6 November - 17 December)

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## Application:

**Deadline to apply: 5.00pm, Friday, 6th September 2019**

**To apply, please send us a copy of your CV and answers for the following three questions to [careers@teachformalaysia.org](mailto:careers@teachformalaysia.org)**

1. Why does joining Teach For Malaysia excite you?
2. What unique skillset/competency/character will you bring to this role?
3. Which of our 4 Core Values (Sense of Possibility, Excellence, Collaboration, Integrity) resonates with you the most? Why?