



# Talent & HR 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:** Talent & HR Operations Associate  
**Start Date:** Immediate  
**Employment Type:** Full time, 1-Year Contract (renewable)  
**Location:** Kuala Lumpur, Malaysia

## OBJECTIVE OF THE ROLE

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 - to some extent and 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 THE ROLE

This role reports to the Talent & Operations Manager, and works closely with other members of the Talent & 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 within the turnaround time set for each stage of the selection process and overall time-to-hire 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

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.
- Craft policies, 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.
- Support the team in planning and executing TFM's Learning & Development framework and other talent development initiatives.

## Recruitment

- Own the 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 centres and interview logistics. Liaise with hiring managers to coordinate the recruitment and selection process.
- Support with the continuous enhancement and improvement of recruitment and selection processes, including the migration of recruitment processes onto a new recruitment platform.
- Conduct reference checks and prepare contract offers and conduct contract walkthroughs for new hires.
- Onboard new hires by providing information packs, conducting onboarding sessions, setting up IT accounts and access rights to organizational platforms and other tasks adjacent to onboarding needs.

## Human Resource Operations

- Ensure proper documentation and safekeeping of HR documentation (e.g. correspondences, maintaining personnel records, updating talent movements for payroll purposes, other miscellaneous documents and file maintenance).
- Updating Employee Handbook and onboarding materials to ensure accuracy and clarity.
- Coordinate planning and execution of organisation-wide events such as the quarterly Org-wide strategy and culture days and annual staff retreats.
- Liaise with insurance providers to resolve insurance claims related issues and ensure effective utilization of plans and positive employee relations.
- Support Office Manager in refurbishing and enhancing the physical environment, to increase productivity of staff in the office.
- Any other reasonable talent operations, talent and culture duties as assigned.

## 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.
- Lead talent projects in accordance to annual priorities and long-term talent strategy in areas such as Diversity, Equity & Inclusion, Mental Health & Wellbeing and other talent-related initiatives to increase engagement and overall organisational health.

## 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.
- High degree of adaptability: ability to quickly adjust in a fast-paced, achievement-oriented, and Volatile, Uncertain, Challenging, Ambiguous (VUCA) environment.

## Role-Specific 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.
- Exceptional organisational skills with a strong sense of discipline to independently handle operational tasks with accuracy, timeliness and attention to detail.
- Highly integrous, able to handle confidential information with utmost responsibility and maturity.
- Highly empathetic yet objective, able to strike a balance between the needs of people and the organisation.
- Clear and emotionally engaging communicator; with proven ability to build and maintain good relationships with internal and external stakeholders.
- Deeply enjoy connecting with and having the heart for people; desire to develop strong relationships and partnerships with diverse individuals or groups of people.
- Excellent reasoning, problem-solving and process-based thinking skills.
- 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).

#### **Years of experience & qualification**

- Prior Human Resource experience of 1-2 years would be an added advantage but not mandatory.
- Bachelor's Degree in any field is accepted.

#### **Leadership Experience & Team Adaptability**

- Ability to be adaptable in an entrepreneurial, fast-paced, and dynamic environment.
- Strong interpersonal skills and ability to work collaboratively with all levels of employees and stakeholders.
- Able to think strategically, critically, innovatively, and in a resourceful manner.
- 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.*