



About the Organisation

Edvolution is a social enterprise that works closely with the Ministry of Education and corporate partners to transform the education landscape through data-driven solutions. Our mission is to mobilise transformative leaders, competent educators and effective community builders to bring about lasting improvement to Malaysia's education system.

Our solutions include customised leadership programmes, curriculum development, teacher training and community empowerment. We integrate business leadership and management principles into our key activities to drive innovation and improvement in the education landscape. As a social enterprise, we also work with corporate clients, and reinvest our profits into community projects to benefit students, parents, and teachers.

Since 2017, we have provided training to 130 education officers, who in turn have mentored over 560 school leaders and 1,400 teachers in 140 schools nationwide, to impact roughly 42,000 students. As a diverse team of passionate changemakers, we are always looking for growth-oriented, purpose-driven individuals to join our team — to grow and lead change within society whether in small or big ways!

Our Core Values

- **Collaboration** — We build effective, professional relationships within and across sectors.
- **Humility** — We demonstrate integrity, respect and a strong team spirit in our work.
- **Empowerment** — We create opportunities to empower others to reach their best potential.
- **Excellence** — We envision and strive for ambitious change in the systems and communities we engage.
- **Resilience** — We adapt to change and stay informed of the latest findings and methods for education.

Role: Senior Community Specialist
Start Date: Immediate
Employment Type: Full time, 1-year contract (renewable)
Location: Kuala Lumpur

We are looking for a **Senior Community Specialist** who is passionate about our mission and our work to join our **Brand & Communications** team. This role is based in Kuala Lumpur (work from home arrangement) with occasional travel throughout Malaysia. There may occasionally be a need to work on weekends or after hours to meet urgent deadlines or deliverables.

The Senior Community Specialist is responsible for communicating, engaging and growing communities (online, physical, learning portal) for Edvolution. A successful candidate in this role will be able to attract teachers and students to Edvolution's community and engage with them consistently.

The candidate will work closely with Edvolution's Brand and Communications Lead whilst reporting to the respective Project Managers.

Duties & responsibilities

1) Growth Strategy

- Lead brainstorming sessions with client and internal team to identify teachers' and students' communication and learning behaviours.
- Perform surveys, focus-group and roundtable discussions with teachers and students to identify challenges/pain points.
- Conceptualize growth strategy to increase/maintain reach and engagement.

2) Community Engagement

- Conceptualise campaigns, roadshows, online forums, roundtable discussions, learning networks, stakeholder meetings and workshops to increase community participation for Edvolution's activities.
- Respond to all queries from community members (offline and online).
- Monitor and moderate community participation across all platforms (online and offline).

3) Community Performance Management

- Create an analytics dashboard and tools to measure indicators of community engagement (attendance, number of complaints, percentage of completion, number of comments/likes/feedbacks etc).
- Create weekly and monthly reports that include but are not limited to key observations / insights / learnings and suggest next steps for continuous improvement.
- Lead and facilitate all status meetings and client meetings relating to performance community events.

Requirements

1) Knowledge and Skills

- 3 to 4 years of working experience is required. Experience in event coordination / education / teaching is preferred.
- Strong understanding of the Malaysian education system and syllabus.
- Fluent in English and Malay – verbal and written.
- Advance in Microsoft Excel, Microsoft PowerPoint, Google Sheet, and Google Slides.
- Good copywriting, writing and research skills.
- Have a high interest in and passion for education.
- Academic background in Journalism, Marketing, Advertising or Education is preferred.
- Proficient in understanding social media algorithms.

2) Ethically and Quality Driven

- Excellent organisational skills and ability to handle multiple tasks.
- Strong attention to detail.
- KPI or impact driven.
- Data-oriented.

3) Respectful and Collaborative

- Not ashamed to seek help and provide help to team members when needed.
- Have high ownership of the tasks and involve key team members when needed.

4) Learning Oriented

- Display high initiative to learn from all internal departments / experts without any guidance.
- Resourceful to identify solutions to problems independently.
- Display high initiative to learn to deepen understanding of the work.
- Resilient to meet the expectations / intended outcome of the project.
- Able to receive feedback and translate into action.

Revolutionise education with us!

1. Please complete the application form at <https://surveymonkey.com/r/EEApplication>.
2. Once you have completed the form, send an email to careers@myedvolution.com to inform the recruitment team.