

PEMIMPIN

“Excellent Schools begin with Excellent Leaders”

Operations Associate Job Description



The PEMIMPIN Team.

About PEMIMPIN GSL

At PEMIMPIN, we believe that teachers are central to unlocking every learner's potential and achieving the United Nations' Sustainable Development Goal (SDG) 4 for inclusive, equitable, and quality education for all. We do this by strengthening leadership in schools across Malaysia by focussing on teacher development and positioning teachers as essential leaders. Through our programs, we empower teachers with the skills, knowledge, and networks needed to excel while elevating the teaching profession.

Our strategy unfolds in ascending levels of impact: personalised support, scalable resources, and systemic change. These lead to three key program pillars: The Fellowship, Educational Technology, and Prize Initiatives. Since 2017, PEMIMPIN has indirectly impacted approximately 1.3 million students, contributing to closing education gaps and creating brighter futures for every child in Malaysia. To learn more about us, please visit pemimpingsl.org, malaysiateacherprize.org and ladapplus.org.

PEMIMPIN is also part of the Global School Leaders (GSL) network with partners in India, Indonesia, Brazil, and Kenya, working to strengthen leadership across schools in the Global South. For more information about GSL, please visit globalschoolleaders.org.

About Operations

Operations at PEMIMPIN is the backbone of the organisation, ensuring seamless execution of processes that support efficiency, compliance, and overall effectiveness as we work towards achieving our mission to strengthen leadership in schools. The Operations team oversees key functions such as finance, human resources, procurement, logistics, data management and knowledge management within the organisation to enable smooth internal coordination and resource management. By implementing policies, optimizing workflows, and maintaining high operational standards, Operations ensures that all pillars, programs and initiatives run efficiently. Through strong systems and strategic planning, the Operations team enhances organisational performance and fosters a productive work environment.

Role : Associate (*One Position Available*)
Start Date : April 2025
Employment Type : Full time, Fixed Term Contract Ending December 2025
(renewable)
Location : Kuala Lumpur, Malaysia

About the Role

The position is full-time and requires working in our Kuala Lumpur office at least three days per week. As an Associate, you will be part of the Operations team, supporting the development, implementation, and monitoring of operational processes to ensure efficiency and compliance within PEMIMPIN. The individual must at all times ensure the smooth functioning of PEMIMPIN's operations by managing internal processes, including but not limited to human resources, finance, and administrative tasks. Additionally, this role requires coordinating and collaborating across different pillars within PEMIMPIN to streamline processes and enhance efficiency, contributing to the organisation's overall effectiveness. The Associate reports to the Director of Operations and Executive Director.

Duties and Responsibilities

Responsibilities include but are not limited to the following:

Organisational and Operation Support

Work with the Director of Operations and Executive Director to:

- Assist in drafting and implementing standard operating procedures (SOPs) and organisational policies, operational management systems, and best practices.
- Maintain a regularly updated, structured and legally compliant documentation system for policies, procedures and best practices.
- Support in recruitment processes including, but not limited to, job postings, scheduling interviews, and onboarding new team members.
- Maintain and update human resource records, employee files and databases.
- Enforce the implementation of human resource policies, benefits administration, and team member engagement activities.
- Coordinate team meetings, professional development and team building activities.
- Execute any assigned tasks by the Director of Operations and Executive Director.

Finance and Administrative Support

Work with the Director of Operations and Executive Director to:

- Implement finance-related procedures including, but not limited to, processing invoices, receipts, reimbursements and expense tracking.
- Organise, keep track and schedule recurring expenses and related processes.
- Maintain accurate and up-to-date financial records and ensure compliance with internal policies and external regulations.
- Support the preparation of financial reports and documentation for audits.
- Handle general office management duties including, but not limited to, managing office supplies, inventory, procurement, and record keeping for easy accessibility.
- Coordinate logistics for internal and external meetings, workshops and events.
- Prepare and deliver formal correspondence, documents, reports and presentations.
- Execute any assigned tasks by the Director of Operations and Executive Director.

Cross Pillar Coordination and Knowledge Management

Work with the Director of Operations and Executive Director to:

- Work closely with a diverse team to foster a collaborative, innovative, efficient and inclusive work environment.
- Facilitate and support the communication of initiatives to identify, improve and implement operational alignment, workflows and best practices across pillars.
- Coordinate PEMIMPIN events and external engagements by liaising with stakeholders including, but not limited to, vendors, partners and media.
- Document key learnings, best practices and develop comprehensive guidelines for future reference.
- Implement and maintain a structured system for documenting and organising organisational information effectively.
- Attend sessions and exchange information with Global School Leaders (GSL) Partners and cascade learnings back to team members.
- Execute any assigned tasks by the Director of Operations and Executive Director.

Required Competencies

- Passion for PEMIMPIN's mission and the movement, with a desire to operate within PEMIMPIN's vision and values.
- Ability to communicate ideas effectively and critically, both verbally and in writing in both Bahasa Melayu and English.
- Work collaboratively in a team environment and is adaptable to working efficiently in a fast-paced and deadline-driven environment.
- Strong attention to detail as well as documentation and organisational skills to maintain policies, procedures, and best practices effectively.
- Strong proficiency in Google Workspace platforms.

Who should consider this role

- A Bachelor's degree in any field with at least 2 years of relevant work experience in related fields.
- Experience in overseeing finance, human resource or administrative matters of a social enterprise would be an advantage.
- Experience in handling finance, audits, HR matters and overall organisational support, especially in using HR or accounting softwares, would be an advantage.
- Experience in teaching/training would be an added advantage.
- Experience in non-profit organisations or social sectors would be an added advantage.

Application

To apply for this position, please fill in this application form: bit.ly/PEMIMPIN_GrowWithUs

For more information or any enquiries about the position, please email admin@pemimpingsl.org