

Educational Product Design & Delivery, Leadership and Development Application by PEMIMPIN (LADAP Plus)

Job Description:

Role (title):	Educational Product Design and Delivery
Level:	Associate / Senior Associate (Mid Level)
Program:	Leadership and Development Application by PEMIMPIN (LADAP Plus)
Division:	Educational Technology Pillar
Start Date:	Immediate
Employment Type:	Full time, 12-Month Contract (Renewable)
Compensation:	RM3,000 - RM4,000
Location:	Kuala Lumpur, Malaysia
Work Mode:	Hybrid (Office, Travel, Work From Home)
Reporting Line:	Director of Educational Technology

About Leadership and Development Application by PEMIMPIN (LADAP Plus) Mobile App

The Leadership and Development Application by PEMIMPIN (LADAP Plus) under the Educational Technology Pillar is Malaysia's first mobile application that aims to elevate teacher professionalism and improve student outcomes. Designed to meet teachers where they are and support them in reaching where they aspire to be, this digital platform offers teachers on-demand professional development content, enabling flexible learning and continuously enhancing teaching practices.

LADAP Plus supports asynchronous microlearning through its bite-sized, needs-based content designed to meet teachers' specific needs. The content is implementation-focused with practical strategies and tools that teachers can immediately apply in their classrooms. The interactive application also provides teachers with gamified learning paths, quizzes and learning activities, as well as encourages teacher networking through forums and social media integration. Currently, the mobile application has garnered over 62,000 users from over 7,000 Malaysian schools.

About the Role

The Associate / Senior Associate plays a key role in supporting the running of the Leadership and Development Application by PEMIMPIN (LADAP Plus) by designing, implementing and testing features, developing requirement documents and wireframes, designing user journeys and experiences, coordinating with developers, and tracking user engagement through analytics and reporting. The role is responsible for ensuring platform features and enhancements are implemented with high quality, user experience is optimized, and cross-team communication is maintained throughout development and rollout.

Key responsibilities include conducting research on digital learning practices and market trends, collaborating with internal program teams and external product development teams to continuously improve platform functionality, coordinating user onboarding and continuous engagement, monitoring usage and user data to inform product decisions, designing user surveys and interviews, and supporting feature design and delivery. Through structured planning, user-focused problem solving, and continuous engagement with key stakeholders, such as teachers, internal program teams, external educational partners, and product development teams, this role seeks to ensure that PEMIMPIN's digital learning platform effectively supports teacher professional development at scale. The Associate / Senior Associate reports to the Director of Educational Technology.

Application

To apply for this position, please fill in this application form: bit.ly/PEMIMPIN_Recruit2026
For more information or any enquiries about the position, please email admin@pemimpingsl.org



What Success Looks Like in This Role

- Teachers and users engage seamlessly with the LADAP Plus platform through **intuitive and accessible features** you have designed, and **feel supported in their professional development journeys**.
- **Platform enhancements and new features** are designed using research and feedback gathered, implemented with various user profiles, monitored consistently with analytics, **driving user adoption and engagement**.
- Insights from user data, market research, and relevant literature are applied to make **evidence-based product decisions** that **meet the evolving needs of teachers** to support sustained student outcomes.
- **Collaboration with key stakeholders** ensures **smooth rollouts, effective onboarding, sustained user engagement**, and **successful scaling of the platform**.
- Over time, your contributions lead to a **high-quality, scalable digital learning platform** that **strengthens teacher practice and professional growth at scale**.

Duties and Responsibilities

Responsibilities include, but are not limited to, the following. The role may also be required to undertake tasks as assigned by the Senior Leadership Team, in line with pillar and organisational needs.

Product Design and Platform Development

- Work collaboratively with Program Teams, Program Managers, and the Senior Leadership Team to foster a positive, innovative, and efficient working environment.
- Collaborate with internal teams, external developers, and educational partners to design and implement platform features that enhance teacher learning experiences.
- Design requirement documents, presentations, wireframes, and user journeys to create intuitive, accessible, and impactful digital learning experiences for teachers and users.
- Conduct market research, literature reviews, and user surveys to inform evidence-based product decisions, ensuring features are aligned with teacher learning needs.
- Support iterative testing and refinement of features and platform enhancements to meet the needs of diverse users, improve user experience and increase platform effectiveness.
- Develop knowledge-sharing materials to strengthen team learning and encourage product adoption.

Monitoring, Evaluation and Learning (MEL)

- Design and implement a MEL framework to track, analyse, and synthesise user data, engagement metrics, and feedback to inform product decisions and improvements.
- Monitor product usage and engagement analytics, translating insights into recommendations to drive continuous improvement and adoption of the digital learning platform.
- Analyse and visualise data using data processing and business intelligence tools like Google Sheets and Tableau to identify trends, patterns and opportunities for product enhancements.
- Contribute to iterative improvement cycles by translating MEL findings into concrete product updates, enhancements and team practices.
- Prepare written reports and summaries to communicate data on platform usage and share actionable insights with internal teams and external stakeholders.

Product Operations and User Engagement

- Plan rollout activities, training and user engagement sessions to support smooth adoption of the learning platform and new features.
- Respond to user queries, provide guidance and support to ensure sustained user engagement and satisfaction.
- Coordinate product operations and program management activities, such as meetings, stakeholder engagements, milestone planning, and preparation of materials to support product growth and scaling.
- Support communication across teams and stakeholders to ensure successful product rollout and ongoing adoption through preparation of materials including but not limited to presentations, toolkits, and reports.
- Maintain organised documentation, standard operating procedures (SOPs), financial tracking, and guidelines to ensure smooth product management.

Application

To apply for this position, please fill in this application form: bit.ly/PEMIMPIN_Recruit2026
For more information or any enquiries about the position, please email admin@pemimpingsl.org



Required Competencies and Experience

Alignment, Mindset & Professional Conduct

- Strong alignment with PEMIMPIN's mission, vision, and values, with a deep commitment to education equity and to strengthening teacher professional development at scale through digital innovation.
- Proactive, structured, and demonstrates high learning agility, with the ability to manage ambiguity and iterate quickly in dynamic environments based on user feedback and data.
- Demonstrates professionalism and ethical practice, particularly in handling user data, cross-functional collaboration, and stakeholder communication to build trust and sustained working relationships.
- Strong critical thinking skills with a systems-thinking and user-centered mindset.
- Ability to take ownership of multiple concurrent workstreams and follow through from ideation and design through testing, rollout, and refinement in fast-paced environments.

Educational Technology, Product Design & User Experience

- Demonstrated interest or experience in product management within contexts, particularly digital learning platforms or technology-enabled professional development solutions.
- Ability to conduct user research and market scanning to understand teacher needs, platform gaps, and emerging digital learning trends.
- Ability to translate user research, market insights, and program objectives into clear product requirement documents, feature specifications, wireframes, and user journeys that guide continuous enhancements.
- Demonstrated interest in designing intuitive, accessible, and engaging digital learning experiences for teachers using user experience principles and human-centred design approaches.
- Ability to coordinate feature development cycles by working closely with developers, preparing documentation, supporting user acceptance testing (UAT), and tracking implementation progress.
- Ability to gather and synthesise user feedback, ratings, and engagement data to support structured, iterative improvements to platform features and digital learning content.

Program Management & Monitoring, Evaluation & Learning (MEL)

- Proven project management and coordination skills, with the ability to manage timelines, milestones, documentation, and stakeholder communications.
- Ability to plan, coordinate, implement, and monitor product development and platform data effectively, ensuring alignment between design, delivery and intended outcomes.
- Strong experience with Monitoring, Evaluation, and Learning (MEL) processes, including data collection, analysis, reflection, and reporting to support iterative improvement cycles.
- Ability to design feedback mechanisms, including but not limited to, surveys, interviews, and user analytics tracking, to inform continuous improvement cycles.
- Ability to synthesise qualitative and quantitative data and translate insights into actionable recommendations to improve user experience, platform functionality, and adoption.
- Strong organisational skills with attention to detail in documentation, reporting, and follow-through.

Collaboration & Stakeholder Engagement

- Strong collaborative skills, with ability to work effectively across cross-functional teams in agile environments.
- Professional judgement and interpersonal skills to engage effectively with teachers, school leaders, and education stakeholders in diverse contexts.
- Ability to communicate ideas clearly, professionally, and thoughtfully, both verbally and in writing, in Bahasa Melayu and English.

Application

To apply for this position, please fill in this application form: bit.ly/PEMIMPIN_Recruit2026
For more information or any enquiries about the position, please email admin@pemimpingsl.org



Qualifications & Experience

- A Bachelor's degree in any field.
- 2 to 4 years of relevant work experience in education, social work, or related fields.
- Experience working with non-profit, education or social impact organisations is an added advantage.

Technical & Digital Fluency

- Strong proficiency in Google Workspace and comfort using digital tools for communication, documentation, collaboration, and data tracking.
- Familiarity with CRM systems and analytics, reporting, or business intelligence tools to monitor user engagement and product performance is highly desirable.
- Familiarity with digital learning platforms (LMS or app-based learning environments) is an advantage.
- Willingness and ability to travel within Kuala Lumpur with occasional travel within Malaysia.

Appendix**About PEMIMPIN**

PEMIMPIN is a non-profit organisation dedicated to strengthening school leadership across Malaysia by championing teacher development and elevating educators as key leaders in education. We believe lasting improvements in student outcomes begin with empowered teachers who lead.

Founded in 2017, PEMIMPIN works with teachers and school leaders to build leadership capacity through structured professional development, targeted mentorship, and evidence-based strategies grounded in global research and local context. Guided by our vision of *a future where every teacher is an effective leader, empowering students with the opportunity for holistic growth and success*, our work contributes to the United Nations' Sustainable Development Goal (SDG) 4 for inclusive, equitable, and quality education for all.

Our mission is delivered through three interconnected program pillars:

- **Educational Technology:** Transforming teaching and learning practices at scale through digital-enabled professional development and educational technology.
- **Fellowships:** Driving whole-school improvement by developing leadership capacity among school, middle, and teacher leaders.
- **Prize Initiatives:** Empowering teachers as system leaders by recognising excellence, providing a platform for scaling, and elevating teacher voice.

Since 2017, PEMIMPIN has indirectly impacted approximately 1.6 million students across Malaysia. We also collaborate with regional and global partners, including SEAMEO, Global School Leaders, and Teach For All, to exchange effective practices and shape the future of education.

To learn more about us, please view [our latest Impact Report](#) or visit one of the following platforms: [Website](#), [LinkedIn](#), [Facebook](#), [Instagram](#)

Application

To apply for this position, please fill in this application form: bit.ly/PEMIMPIN_Recruit2026
For more information or any enquiries about the position, please email admin@pemimpingsl.org