

People and Organisational Coordination, Operations

Job Description:

Role (title):	People and Organisational Coordination
Level:	Associate (Mid Level)
Division:	Operations
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 Operations

About Operations

Operations at PEMIMPIN is the backbone of the non-profit organisation, ensuring that all programs, initiatives, and teams run smoothly, efficiently, and in compliance with organisational standards as we advance our mission to strengthen leadership in schools. The team oversees key functions including finance and administration, people and culture, systems and technology, process compliance and governance, and data and knowledge management, enabling the organisation to operate effectively and focus on impact. The Operations team works closely with the Senior Leadership Team (SLT) to facilitate stakeholder meetings, ensure organisational alignment, and support strategic initiatives. By combining operational excellence with people-focused support, the Operations team provides the structures, systems, and guidance needed to deliver high-quality impact while fostering an efficient, collaborative, and positive working environment.

About the Role

The Associate plays a key role in supporting PEMIMPIN's internal operations by ensuring the smooth execution of organisational processes, systems, and workflows. The role is responsible for documenting finance and administrative processes, coordinating people and culture initiatives, administering organisational systems and technology platforms, supporting process compliance and governance, and maintaining effective cross-team communication to enable efficient operations across the organisation. Key responsibilities include processing financial transactions and reimbursements, tracking grants and expenses, supporting HR activities such as coordinating onboarding, training and internal communications, administering platforms such as CRM, Slack, and Google Workspace, and coordinating documentation and compliance processes.

The Associate also works closely with the Senior Leadership Team (SLT) by facilitating preparations and logistics for meetings and stakeholder engagements, and contributes to cross-pillar coordination across PEMIMPIN's initiatives. Through hands-on operational execution, collaboration with internal teams and external partners, and continuous process improvement, this role helps ensure that PEMIMPIN's programs, initiatives, and teams operate effectively and consistently. The Associate reports to the Director of Operations and works closely with the Senior Leadership Team to translate organisational strategies into clear processes and actionable workflows.

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

- The financial transactions, reimbursements, and grant expenditures you coordinate in an accurate, timely, and well-organised manner support transparency, accountability, and readiness for reporting and audits.
- The thoughtful and clear onboarding processes, internal communications, and professional development sessions you run with the team strengthen collaboration, alignment, and a positive organisational culture.
- The governance and compliance processes you develop, document, and implement with clear SOPs ensure organisational practices are consistent, transparent, and reliable.
- The systems and platforms, such as CRM, Slack, and Google Workspace, that you set up and maintain effectively enable teams to access information easily, collaborate efficiently, and sustain productive workflows.
- The meetings and engagements with the Senior Leadership Team (SLT), board members, and external stakeholders that you coordinate with careful planning and clear documentation support organisational alignment, compliance, and the execution of strategic initiatives.

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 organisational needs.

People, Culture and Stakeholder Coordination

- Work closely with the Director of Operations, Senior Leadership Team, and internal teams to foster a collaborative, aligned, and efficient working environment.
- Support the end-to-end employee lifecycle, including recruitment, onboarding, learning and development, performance management, team support, team culture initiatives, offboarding, and alumni engagement.
- Coordinate internal communications and facilitate team meetings, professional development sessions, and team engagement activities.
- Maintain and update team records, databases, and internal documentation to ensure accuracy and accessibility.
- Coordinate logistics, documentation, and follow-through for meetings with the Senior Leadership Team (SLT), team members, and external stakeholders.
- Liaise with stakeholders, external vendors, partners, and service providers to support organisational initiatives and engagements.

Systems and Process Development

- Support the set up, administer and maintain organisational systems and platforms, including CRM, Slack, and Google Workspace, ensuring effective usage and accessibility across teams.
- Develop, document, and implement standard operating procedures (SOPs) and workflows to support consistency and efficiency in operations.
- Maintain structured documentation systems for policies, procedures, and organisational knowledge to ensure accessibility and continuity.
- Identify opportunities to improve operational processes and support the implementation of enhancements to strengthen organisational effectiveness.

Finance, Governance and Administrative Support

- Process financial transactions, including invoices, reimbursements, and expense claims, in a timely and accurate manner to support organisational activities.
- Track and monitor organisational funding and expenditure, ensuring proper documentation and alignment with budget requirements to support organisational and pillar initiatives.
- Maintain accurate and up-to-date financial records, and support the preparation of reports and documentation for audits and compliance purposes.
- Carry out governance and compliance processes, including the preparation of documents, reports, and materials for audits, meetings, and regulatory requirements.
- Support general administrative and office management functions, including procurement, inventory management, pantry and stationery supplies, and coordination of organisational logistics.

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 commitment to strengthening organisational effectiveness through team and organisational coordination to support education initiatives.
- Proactive, detail-oriented, and highly organised, with the ability to manage multiple workstreams and follow through on tasks with accuracy and accountability.
- Demonstrates professionalism, discretion, and integrity in handling sensitive organisational information, financial records, and stakeholder interactions.
- Strong critical thinking and problem-solving skills, with the ability to work through ambiguity and support the development of practical, structured solutions.
- Collaborative and dependable team player, with the ability to work effectively across teams and contribute to a positive, efficient working environment.

Operational, Administrative & Coordination Skills

- Proven experience supporting finance, HR, or administrative processes, including handling transactions, maintaining records, and coordinating operational workflows.
- Strong organisational and coordination skills, with the ability to manage scheduling, logistics, documentation, and cross-team activities efficiently.
- Experience or familiarity with supporting the employee lifecycle, including recruitment coordination, onboarding, internal communications, and team engagement activities.
- Ability to manage multiple concurrent responsibilities while maintaining accuracy, timeliness, and attention to detail.
- Experience supporting meetings, workshops, or stakeholder engagements, including preparation of materials, logistics coordination, and follow-through.

Systems, Process & Compliance

- Experience using and administering organisational systems such as CRM platforms, communication tools (e.g. Slack), and productivity suites (e.g. Google Workspace).
- Ability to document, follow, and improve standard operating procedures (SOPs) and organisational workflows to ensure consistency and efficiency.
- Strong documentation skills, with the ability to organise and maintain structured records, policies, and internal knowledge systems.
- Understanding of basic governance, compliance, and audit processes, with the ability to support accurate record-keeping and reporting requirements.
- Ability to identify inefficiencies in processes and contribute to the implementation of practical improvements.

Collaboration & Stakeholder Engagement

- Strong interpersonal and communication skills, with the ability to coordinate effectively with internal teams, senior leadership, and external stakeholders.
- Ability to communicate clearly and professionally in both Bahasa Melayu and English, in verbal and written forms.
- Experience working in cross-functional environments, with the ability to align stakeholders, manage expectations, and support coordination across teams.
- Comfortable engaging with vendors, partners, and service providers to support organisational operations and initiatives.

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 work experience in operations, administration, human resources, finance, or related functions.
- Experience working with non-profit, education or social impact organisations is an added advantage.

Technical & Digital Fluency

- Strong proficiency in Google Workspace (Docs, Sheets, Slides, Drive) and comfort using digital tools for communication, documentation, and coordination.
- Familiarity with CRM systems, HR systems, or accounting/finance tools is an advantage.
- Comfortable learning and adapting to new systems and tools used for operations, tracking, and organisational coordination.
- Willingness and ability to travel within Kuala Lumpur and surrounding areas.

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

