

**Job Title:** Senior Delivery Associate - Research

**Location:** Karachi

**Employment Type:** Contractual

**Reports To:** Program Manager

**Organization Overview:**

The Legal Aid Society (LAS) is a not-for-profit organization dedicated to connecting vulnerable and marginalized communities with timely and effective justice services. LAS combines direct legal assistance with systemic reform through legal empowerment to improve access to justice across Pakistan.

Our flagship initiative, the Sindh Legal Advisory Call Centre (SLACC), provides legal advice on a wide range of justice issues, including criminal, civil, and public service matters, to marginalized and vulnerable populations.

**Role Overview:**

The Senior Delivery Associate - Research will support SLACC's knowledge exchange, research, and impact initiatives to ensure that service delivery is evidence-based, high-quality, and continuously improving. This role requires strong research and data analysis capabilities, stakeholder coordination, reporting skills, and experience in supporting capacity building and quality assurance for legal services.

**Key Responsibilities:**

**1) Knowledge Exchange, Outreach & Visibility**

- Analyze SLACC call and CRM data to identify priority justice issues, target audiences, and outreach opportunities.
- Coordinate dissemination of campaign materials across multiple channels, including SMS, TV, radio, police station boards, vehicle posters, and community outreach.
- Assist the Program Manager in planning and executing outreach and visibility strategies.
- Forge partnerships with government and non-government organizations to enhance visibility and utilization of SLACC.
- Support stakeholder engagement, including scheduling meetings, preparing agendas/minutes, tracking action points, and follow-ups.

**2) Research, Evidence Generation & Data Analysis**

- Collate, clean, and organize SLACC datasets for research and monitoring purposes.
- Conduct analysis of legal queries using CRM data to identify systemic issues and service delivery gaps.
- Evaluate trends in collaboration with the M&E team to inform program improvements.
- Initiate research questions and studies relevant to LAS's mission and stakeholder needs.
- Produce policy briefs, research papers, manuscripts, and lay summaries.
- Translate research findings into actionable recommendations and KE opportunities for stakeholders.

**3) Quality Assurance & Capacity Building (SLACC Lawyers)**

- Ensure quality and consistency of legal advice provided by SLACC lawyers.
- Plan and coordinate capacity-building sessions on legal topics and professional skills.
- Support training logistics, content development, assessments, and learning documentation.

#### **4) Partnerships, Documentation & Reporting**

- Draft, review, and finalize MoUs and partnership agreements with external stakeholders.
- Prepare biannual and annual reports, donor reporting, and other organizational reports linked to SLACC outputs and outcomes.
- Support dissemination of findings to internal and external stakeholders.

#### **5) Internal Coordination & Strategic Program Support**

- Provide day-to-day support to the Program Manager and SLACC team.
- Coordinate with other LAS programs to maximize synergies and program impact.
- Assist the Chief Legal Advisor on research-related work and special projects.

#### **Education & Qualifications:**

- Degree in Social Policy / Social Studies required.
- LLB is an advantage.
- Specialization in Social Policy / Human Rights preferred.

#### **Skills & Competencies:**

- Strong proficiency in Microsoft Office, especially Excel (data handling, analysis, reporting).
- IT proficiency; familiarity with SPSS and InDesign.
- Strong understanding of research methodology and evidence development.
- Excellent interpersonal, communication, and organizational skills.
- Ability to produce research outputs, briefs, and reports for diverse audiences.

#### **Experience:**

- Prior research experience desirable.
- Experience aligned with LAS's mission (access to justice, legal empowerment, human rights) preferred.
- Experience working with service delivery data (CRM/call data) to improve programs is a plus.

#### **Working Relationships:**

Reports to: Program Manager

Works closely with: SLACC legal team, M&E team, communications/outreach resources, other LAS programs

Supports: Chief Legal Advisor (research/special projects)

Coordinates with: external stakeholders, partners, media/outreach vendors, and relevant institutions

#### **EEO Statement:**

Integrated into our shared values is LAS's commitment to diversity and equal employment opportunity. All qualified applicants will receive consideration for employment regardless of sex, age, race, colour, creed, religion, disability, sexual orientation, gender identity, or any other characteristics or conduct protected by law. LAS is committed to being an inclusive organization where all people are treated

fairly, recognized for their individuality, promoted based on performance and encouraged to strive to reach their full potential. We believe in understanding and respecting differences among all people. Every individual at LAS has an ongoing responsibility to respect and support a diverse environment.

### **Protection Against Sexual Exploitation and Abuse:**

Legal Aid Society (LAS) is committed to the prevention and protection from all forms of sexual exploitation and abuse (SEA). LAS explicitly prohibits its staff, associates, partners, consultants, or any other representatives associated with the delivery of its work from:

- Engaging in any form of sexual exploitation or abuse;
- Sexual activity with children (persons below the age of (18) irrespective of a mistaken belief of the age of the child which shall not amount to a defense);
- Exchange of money, employment, goods or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance;
- Sexual relationships between LAS staff and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of LAS and are strongly discouraged.

### **What We Offer**

- An inclusive and collaborative work environment.
- Opportunities for professional growth and development.
- A chance to contribute meaningfully to social impact.

### **Apply Now:**

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