

Position Title: Operations & Liaison Officer

Location of Workstation: Karachi

Type of Job: Contractual Employment Contract

Reporting To: Chief Operating Officer (COO)

Organization: Legal Aid Society

Position Summary:

The Justice Hub Operations & Liaison Officer ensures seamless day-to-day functioning of the Hub through administration, procurement, logistics, safety & security, stakeholder coordination, compliance, data management, and newly added Fishtank venture-support coordination, maintaining a safe, accessible, and client-centered environment for legal aid delivery.

About the Organization

The Legal Aid Society (LAS) is a Not-For-Profit organization dedicated to ensuring accessible, effective, and expedient justice for marginalized and underprivileged communities across Pakistan. Founded in 2013 under the visionary leadership of Justice Nasir Aslam Zahid, a former Supreme Court Judge, LAS was born out of the belief that true social justice can only be achieved when people are empowered to understand and claim their legal rights.

What sets LAS apart is its holistic approach: we combine on-the-ground legal support with systemic reform efforts. From advocating for individuals facing injustice to reshaping the policies and institutions that govern them, we work at both the grassroots and policy levels. This bottom-up approach ensures that our impact is not only immediate but also long-lasting, transforming lives and the legal system alike.

By empowering communities and influencing national policy, LAS is driving meaningful change and making justice a reality for all.

Key Responsibilities:

Hub Operations & Administration

1. Manage reception, client flow, scheduling, and front-desk functions with professionalism and empathy
2. Maintain cleanliness, orderliness, and service readiness of hub facilities (signage, client areas)
3. Oversee IT/office equipment functionality; track consumables and initiate procurement
4. Support data collection, CMS updates, and ERP entries

Safety & Safeguarding

1. Ensure readiness of fire safety, first-aid, and access control systems
2. Support periodic safety drills and threat assessments
3. Monitor accessibility compliance for PWDs
4. Report and mitigate safeguarding concerns confidentially
5. Maintain CCTV locks, and emergency exits

Procurement & Vendor Management

1. Initiate/follow up Purchase Requests (PRs)
2. Liaise with vendors for quotations, delivery, and quality

3. Maintain procurement trackers and vendor documentation
4. Identify/pre-qualify local vendors; ensure BOQ/donor/audit compliance

Stakeholder Liaison & Outreach

1. Serve as hub focal point for courts, bar associations, police, DC/SSP, CSOs
2. Maintain visit logs, engagement records, meeting minutes, outreach reports
3. Support planning/execution of outreach sessions, events, trainings

Fishtank – Venture Support Coordination

1. Receive, screen, and process venture capital proposals via Fishtank mechanism
2. Maintain a digital record of Fishtank beneficiary and donors.
3. Monthly calculate rate of Return on investment of beneficiaries.
4. Coordinate internal review, validation, and approval workflow
5. Maintain structured proposal tracker (status, actions, timelines)
6. Conduct monthly follow-ups with applicants and stakeholders
7. Prepare pipeline summaries/status notes for management
8. Prepare financial recon of donation and spending
9. Regular visit to beneficiary

Compliance, Documentation & Reporting

1. Support weekly stand-ups, monthly dashboards, quarterly audits
2. Maintain complaints register and QR-linked feedback channels
3. Support digitization/archiving of critical files
4. Maintain updated asset inventory (tagged, quarterly verified)

Security & Risk Management

1. Develop visitor access protocols (ID checks, registers)
2. Coordinate with law enforcement for external assessments
3. Maintain security incident log

Requirements & Core Competencies:

Education: Bachelor's degree in Management, Business Administration, or equivalent

Experience: Minimum 3+ years in administration, procurement, finance, new business setup, market mapping, operations, or NGO project support

Skills: Administrative coordination; procurement processes; stakeholder liaison; safety compliance; IT/equipment management; CMS/ERP data entry; client reception; vendor management; proposal screening & tracking

Knowledge: Knowledge of safeguarding/PSEA; data privacy; procurement policies; facility safety standards; local justice ecosystem (courts, police, bar associations); basic venture-support workflows

Values: Commitment to client dignity, safety, transparency, accessibility (PWDs), organizational compliance

Personal Attributes: Empathetic; organized; proactive; diplomatic; detail-oriented; crisis-responsive

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.

Application Process:

Interested candidates may apply online latest by the 12th January 2026.

In case of any query please email at **hr@las.org.pk**

Only Shortlisted candidates will be called for test & interview.

The organization reserves the right to reject any or all applications.

For further information please visit <http://www.las.org.pk>