



IWF
Internet
Watch
Foundation

Working together
to stop child sexual
abuse online

RECRUITMENT PACK

Membership Engagement Officer

Working to stop child sexual abuse online

Protecting children is at the heart of everything we do. For nearly 30 years, since the early days of the internet, our job has been to help victims of child sexual abuse by hunting down and removing the online record of the abuse.

It's a tough job. Our image analysts are amongst the best in the world. The children in the pictures are real. Their abuse and suffering is very real. Our experts never forget that.

The criminals who sexually abuse children, then record their suffering and share the horror online are ruthless. Sometimes they create images with audiences in mind. Victims range from babies to young teens. Abusers are often experienced at online grooming, skilled at manipulating young minds. Sometimes victims don't even realise they are being abused until it's too late.

Sadly, the internet makes it easier to share these images. We use advanced technology and human expertise to help young victims. If we can remove the record of suffering online and stop those images circulating, then we can stop the abuse being perpetuated. This makes the internet a safer place for all children and adults.

How we do this

- **Our team of human analysts.** Tech companies and law enforcement worldwide trust the assessments, experience and knowledge of our extraordinary team of people.
- **Tech-for-good.** Our in-house tech team build tools designed to make it easier to identify and remove online images and videos of child sexual abuse. In short, tech to protect kids.
- **Working together.** With international partners in government, law enforcement, reporting hotlines, charities and the tech community we work to stop illegal images of children being circulated again and again. We share vital information that could lead to the rescue of a child from terrible abuse.
- **IWF Hotline.** This gives people a safe and anonymous place to report online images and videos suspected to show the sexual abuse of children. Our team of dedicated Hotline Analysts work tirelessly to locate and seek the removal of criminal imagery making the internet safer and protecting survivors from repeated victimisation.

The children in the pictures are real. Their abuse and suffering is very real. Our experts never forget that.

Our Chair & CEO



The IWF sits at the forefront of fighting for victims of child sexual abuse. We're seen as global leaders, standard-setters, and team players. Our strong relationships with companies around the world have enabled us to carve a much-needed place to both protect children and provide the means by which industry partners can ensure that their websites, platforms, games, and online spaces are safer for us all.

Since 1996, the IWF's unmatched work and determination has led to the removal of millions of criminal images and videos from the open internet. Our datasets and services are used to protect more than 4bn online users and accounts globally.

We're trusted as an extremely safe pair of hands by governments, tech companies, law enforcement and other child protection non-profits.

This is possible because of the commitment and fortitude of the incredible IWF team. Every department from our front-line analysts to our People team, plays a critical role in helping us achieve our mission of a global internet free from child sexual abuse material.

Catherine Brown, Chair



Tracking down and identifying truly harmful child sexual abuse imagery is at the very core of what we do at the IWF.

We develop cutting-edge technologies, and work with some of the biggest tech companies on the planet - but without the skills, knowledge, and determination of our amazing team, there is no way this vital work could be done.

Working at the IWF is not for everyone, but for our team, knowing they have contributed to the removal of thousands of images and videos of child sexual abuse from the internet, helped prevent the future revictimisation of victims, and even helped rescue children from abusive, dangerous situations, makes this the most satisfying place to work in the world.

I'm proud to say I lead the team at the IWF. Every person, regardless of which department they are in, works with a sense of tireless determination and passion which is vital to delivering our mission.

Kerry Smith, CEO



Our vision

We're creating an internet free from child sexual abuse that is a safe place for children and adults to use around the world.

Our mission

We detect, disrupt, remove, and prevent online child sexual abuse material using our expertise and resources as effectively as possible.

The Internet Watch Foundation (IWF) is a child protection organisation, utilising ground-breaking tech to make the internet a safer place for children and adults across the world.

We're a not-for-profit organisation, supported by internet, tech and social media industries, private companies and the generosity of ordinary people.

We work closely with police, governments, the technology sector and NGOs globally, who trust our work.

Child sexual abuse images and videos are just as much a weapon as a knife. We actively search for this imagery and for the past 29 years, we've given people a safe place to report it to us, anonymously, now covering 54 countries.

We assess every report we receive. If it shows the sexual abuse of a child, we make sure the image or video is removed from the internet. We provide bespoke services, products and datasets to our industry Members to prevent the imagery from re-appearing and make it harder for offenders to find and share.

We care.

Our work relies on compassionate and resilient staff members, across diverse teams, including Analysts and Assessors in our Hotline, Finance, Admin, Communications and Technology, who are all highly trained and carefully looked after.

The children in these pictures and videos are real. The suffering captured in this imagery and the knowledge that it could be shared can haunt a victim for life.

That's why it's our mission to remove this material for good. And to show every child there is someone out there who cares enough to help.



Our values

It's a huge responsibility to have the job of searching for, stopping, removing and preventing child sexual abuse imagery online.

We don't take this lightly. Our values act as our backbone, our core strength, a guide and a reminder of the importance of our work. They are embedded in everything we do.

Being open and honest

- We treat every child victim of sexual abuse with the utmost and total respect;
- We always act with integrity and professionalism;
- We make sure our communications and actions are appropriate, true, transparent and accountable.

Being excellent

- Every day we strive to be the best in the world at what we do;
- We set the global standard of best practice;
- We build Tech-for-good tools to help defend child victims of sexual abuse. We make the internet a safer place, by:
- Protecting child survivors of sexual abuse from being victimised again and again. By stopping offenders sharing pictures and videos of the abuse online, we're making it more difficult for these criminals to perpetuate the abuse;

- Preventing internet users from accidentally stumbling on child sexual abuse images and videos;
- We make it harder for criminals to find child sexual abuse imagery online, by disrupting the illegal sharing.

Being team players

- Working together is vital. We always acknowledge the importance of partnerships;
- We recognise, reward and celebrate our success and achievements. If we win, so do children.
- Creating a caring and safe internal environment

- We respect, value and encourage individual contributions to our work and mission as well as those of our wider teams;
- A supportive environment is vital for people who work to protect children. We promote best-practice welfare for our staff who are committed to stopping the spread of child sexual abuse imagery;
- We encourage constant learning and personal development. It helps people thrive. It's good for us all.

Building an inclusive culture

We are building an inclusive culture to make the IWF a place where our people feel valued, have a voice and can be their authentic selves.

We value difference and diversity, not only because we believe it is the right thing to do, but because it will help us to be more innovative and make better decisions.

We always aim to recruit people who are most suited to the job and encourage applications from people of all backgrounds – people of all ages, sexual orientations, gender identities, nationalities, religions and beliefs.

We fully support candidates with a disability or long-term condition who require adjustments during the recruitment process and throughout any subsequent appointment.

Anti-racism statement

IWF stands in unity with all who experience racism and discrimination. As a team, we are committed to better understanding

the systemic racism and inequality that is experienced in the everyday lives of Black and minority ethnic people.

We affirm explicitly our commitment to being an anti-racism organisation. We acknowledge that racism causes significant harm and can be both conscious and unintentional. As an anti-racism organisation, we challenge ourselves to understand and correct any inequities we may discover and gain a better understanding of ourselves during this purposeful process.

Addressing racism requires courage, respect and compassion and may not always be or seek to be comfortable.

We have a zero-tolerance approach to racism and condemn all racist and discriminatory

behaviour. We are committed to challenging and preventing structural racism within every aspect of our work.

We commit to:

- Affirm our identity, explicitly and publicly, as an anti-racism organisation;
- Employ individual and organisational exploration and examination of bias, advantage, and oppression to continually learn about and dismantle racism and all its impacts;
- Reflect our anti-racism in the culture of our organisation through our policies, procedures, and practices;
- Particularly encourage applications from Black, Asian and Minority Ethnic candidates.





Job description

With over 200 technology organisations making up the IWF Membership base to fund and drive services uptake, this is a key role in ensuring we provide the best customer support to them.

Who we need

We are looking for a proactive and relationship-driven Membership Engagement Officer to deliver the membership value and benefits experience that supports the retention, stewardship and engagement of IWF's Member organisations. Working closely with the Membership Engagement Manager, this role is central to ensuring our members receive outstanding support, make full use of IWF services and remain committed to the organisation over the long term.

You will help deliver a Member Engagement Strategy that builds strong, enduring relationships with our Members, driving service uptake and maintaining low attrition rates. This includes overseeing the end-to-end processing of Membership renewals, coordinating with internal teams and external

stakeholders, and supporting the effective handover and nurturing of new Members from the Membership Sales team, with a particular focus on first-year engagement. You will also have experience in presenting information confidently to groups, and in setting up events such as workshops, and formal roundtable discussions.

You will monitor and maximise Member use of IWF services to reinforce both the real and perceived value of Membership. You will also play a key role in tracking and reporting on membership income, numbers and budget lines, providing accurate and timely information to support decision-making.

We are looking for someone who is outgoing, highly organised, detail-focused and confident working with stakeholders. You will be comfortable using systems such as Salesforce, SharePoint and Microsoft Office Suite to maintain accurate records, produce reports and support effective member communications.

You will also contribute to the day-to-day delivery of membership services, working

Job description (continued)

collaboratively with colleagues across the organisation.

This role offers a varied mix of relationship management, administration, reporting and coordination, and would suit someone who enjoys working in a purpose-driven organisation where strong engagement and professionalism are essential.

Main accountabilities

Reporting to the Membership Engagement Manager, you will be responsible for the following areas:

- Under guidance of the Membership Engagement Manager, take ownership for the retention and stewardship of existing members.
- With the support of colleagues, provide a first-class, relevant and responsive service to our members.
- Working closely with the Membership Engagement Manager, nurture and establish strong relationships with our current Members.
- Working with the Membership Engagement Manager take ownership of the handover of new memberships secured by the Membership team focused on Membership sales & growth, paying particular importance to Year-1 nurturing, strengthening and embedding strong relationships.
- Where requested provide paperwork including membership agreements & relevant licenses to members.
- Ensure records are up to date and accurate using agreed IWF systems, including but not limited to Salesforce and Sharepoint.
- Managing, tracking and reporting on membership income.
- Day-to-day delivery of services to Members by coordinating with IWF colleagues from other departments.
- Maintaining and updating Member areas of the website ensuring content is current and relevant.
- Responsibility for liaising with the Membership Engagement Manager and Head of IT to ensure technical services are delivered to Members efficiently.

- Confidently present information to Members and stakeholders and support the planning and delivery of engagement activities such as workshops, briefings, networking events and formal roundtable discussions.

Other activities

Provide support to the Membership team including, but not limited to:

- Supporting the Membership Engagement Manager by attending meetings and making presentations as required.
- Producing accurate reporting using Salesforce and Excel, or other tools as required.
- Supporting and delivering marketing campaigns.
- Updating the IWF website for the Membership Team.
- Helping to deliver events as required.
- Maintaining accurate records.
- Use social media to promote the IWF.
- Dealing with general telephone enquiries.

Details

Reports to: Membership Engagement Manager

Salary: £40,663.00 per annum + benefits

Benefits:

- Generous annual leave entitlement (*Plus time off for Christmas closure*)
- Pension Scheme
- Life Assurance
- Private Health Care
- Cycle To Work Scheme
- Employee Assistance Programme

Hours: Full time (35 hours per week).

We are a family-friendly employer and take a flexible approach around personal commitments when agreeing work patterns.

Location: The role is based in Cambridge, offering hybrid working.

The building is accessible with a lift and disabled toilet.

Person specification

Educational qualifications

Requirements	Criteria
Educated to degree-level or equivalent.	Desirable

Experience

Ability to actively engage with stakeholders as part of a retention and stewardship function.	Essential
Ability to understand the sensitive arena in which the IWF and its members and customers operate.	Essential
Excellent presentation, written and verbal communication skills.	Essential
Meticulous record keeping skills.	Essential
Proven ability to present information confidently to groups, and experience in setting up events such as workshops, and formal roundtable discussions.	Essential

Personal qualities

Be open to working flexibly, out of hours when required.	Essential
Some limited travel, normally within UK but may include international as needed.	Essential
Contribute to a positive internal communications environment.	Essential
Deliver IWF values in every aspect.	Essential
Carry out any other reasonable duties as may be requested.	Essential
Adhere to the requirements of relevant legislation (i.e. Health and Safety, Data Protection Act).	Essential

We're a dog-friendly organisation and believe in the positive impact dogs can have on workplace happiness and well-being.





How to apply & more info

How to apply

Please download and complete the following documents:

- [Application Form](#)
- [Equal Opportunities Form](#)
- [Confidential Disclosure Form](#)

To ensure fairness and equality in our application process, completion of an application form is required. CVs will not be accepted. Please email the completed forms to: recruitment@iwf.org.uk

Closing date:

Sunday 25 January 2026.

Formal interview:

Tuesday 3 February 2026.

Important note:

You will **not** be required to view criminal images. The position is subject to an enhanced DBS check.

More info

Website: iwf.org.uk

Annual Report: iwf.org.uk/annualreport2024

Social Media:

- Bluesky: iwf.org.uk
- X: [@IWFHotline](https://twitter.com/IWFHotline)
- Facebook: [InternetWatchFoundation](https://www.facebook.com/InternetWatchFoundation)
- LinkedIn: [IWF](https://www.linkedin.com/company/IWF)
- Instagram: [internet.watch.foundation](https://www.instagram.com/internet.watch.foundation)
- YouTube: [IWFHotline](https://www.youtube.com/IWFHotline)

Our office:

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Vision Park, Chivers Way
Histon, Cambridge
CB24 9ZR UK
Tel: +44 (0)1223 20 30 30
Email: recruitment@iwf.org.uk

Listen to our Podcasts

Our podcast tells, for the very first time, the story of online child sexual abuse through the words of victims, the people fighting to eradicate it, law enforcement, internet companies and, even perpetrators:

iwf.org.uk/podcast

Our series of short podcasts feature exclusive discussions with IWF staff, leading experts and academics covering a wide variety of topics including our Hotline, tech, encryption, policy and how these impact the criminal circulation of child sexual imagery online:

iwf.org.uk/shortcast

A day in the life

We follow our Hotline Manager Tamsin on a regular workday. Read more:

iwf.org.uk/adayinthelife

