

All children deserve  
protection from  
online sexual abuse

**RECRUITMENT PACK**

IT Infrastructure Engineer

# Working to stop child sexual abuse online

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**Protecting children is at the heart of everything we do. For over 25 years, since the early days of the internet, our job has been to help child victims of sexual abuse by hunting down and removing any 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 cutting-edge 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 suspected online images and videos. When we started in 1996, 18 per cent of child sexual abuse imagery online was hosted in the UK. **Today, thanks to our Hotline, it's less than one per cent. We're proud of that.**

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

## Our Chair & CEO



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***In an ever changing technological world, the team at IWF lead the way in fighting for victims of child sexual abuse. Their unmatched work and determination has led to the removal of millions of criminal images and videos from the open internet since IWF's beginnings in 1996.***

*We work in partnership with some of the titans of the technology and internet*



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***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 staff, there is no way this delicate work could be done.*

*industries to track down and remove child sexual imagery and prevent it from being uploaded to the internet.*

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

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

*None of this would be possible without the commitment and fortitude of the incredible IWF team. From our front-line analysts to our dedicated tech team and every other department, each person plays a critical role in helping us achieve our mission of a global internet free from child sexual abuse material.*

**Andrew Puddephatt OBE, Chair**

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*I'm always 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 I can truly say is unique to our organisation.*

**Susie Hargreaves OBE, CEO**

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# 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 and NGOs globally, who trust our work.

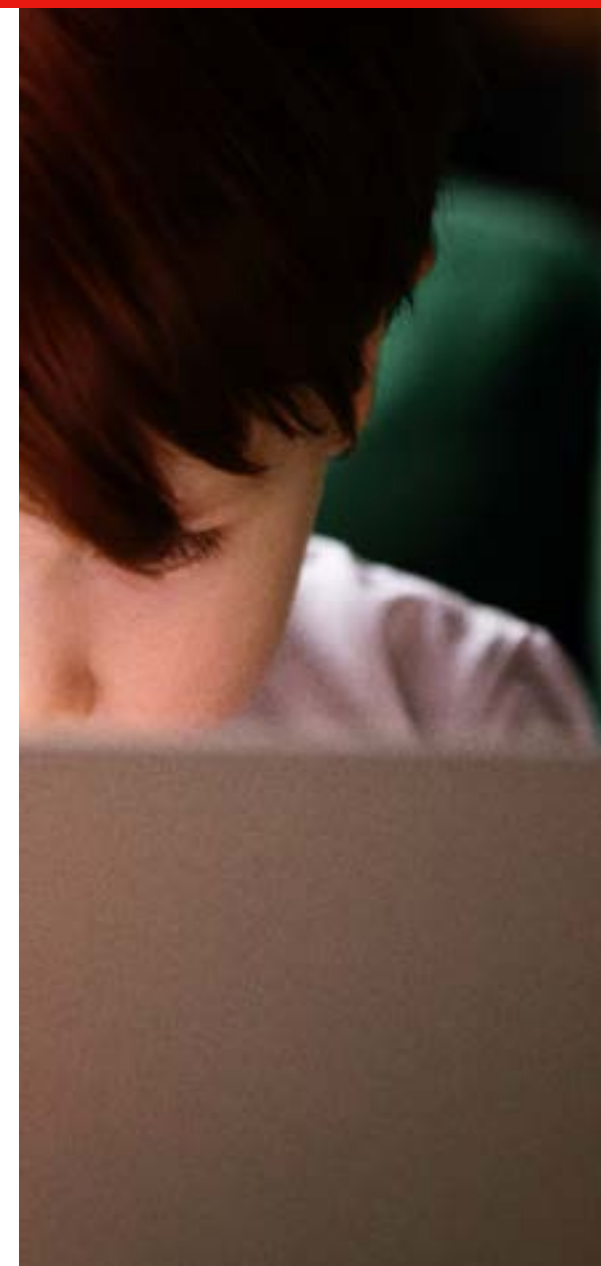
Child sexual abuse images and videos are just as much a weapon as a knife. We actively search for this imagery and for the past 25 years, we've given people a safe place to report it to us, anonymously, now covering 48 countries.

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 brilliant place to work 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

## The Job

We are seeking an accomplished IT Infrastructure Engineer to maintain, support and develop onsite network, server, security, and cloud IT Infrastructure. You will also provide support for IWF users and infrastructure on a day-to-day operational basis.

Candidates should have experience with:

- Cloud based services such as Azure, Amazon Web Services (AWS).
- Windows Server, Active Directory, Microsoft Office365 and Windows Desktop.
- Networking (CISCO) and Firewall (CISCO, Palo Alto).

## Purpose

- Maintain, support and develop onsite network, server, security, and cloud IT Infrastructure.
- Provide support for IWF users, software and infrastructure on a day-to-day operational basis.
- Support IT Infrastructure and Software Development projects.

## Key Skills

- Windows Server Technologies
- Virtualisation – VMWare, HyperV
- Cloud infrastructure management - AWS/Azure
- Physical hands on server experience, racking, iDRAC, etc
- Networking, switch and firewall maintenance

## Important Note

This role will require the employee to produce solutions to assist with the IWF goal of eliminating child sexual abuse material on the internet, therefore there will be a requirement to view this type of illegal and distressing content on occasion.

**Mandatory counselling is provided.**

**Reports to:** Head of IT

**Starting salary:** £38,691.00 per annum + benefits

## Benefits:

- Generous annual leave entitlement
- Pension Scheme
- Life Assurance
- Private Health Care
- Cycle To Work Scheme
- Financial discounts through PerkBox and more.

**Hours:** Full time (35 hours per week)

**Location:** Office based only, in a Covid-safe, supportive and friendly environment on the outskirts of Cambridge. The building is also accessible with a lift and disabled toilet.

# Person specification

## Skills

- Hands on experience in relevant IT support and Infrastructure roles.
- Working with confidential data in a secure environment.
- Communication skills - verbal and written.
- Able to act with integrity and professionalism.
- Manage IT Infrastructure and Development projects in agreed priority.
- Provision and support IT infrastructure onsite and in the cloud for software development.
- Business continuity and disaster recovery.
- Assure ongoing compliance with legal, security and agreed regulatory requirements.

## Main accountabilities

- Support Head of IT by delivering infrastructure projects in accordance with departmental strategy.
- Administration of physical and virtual servers, storage and network infrastructure along with on-premises and Azure Active Directory, Office 365, Exchange Online and SharePoint Online.
- Support on-site audits conducted by external providers.
- Maintenance and support of building access, telephony, audio visual, and CCTV systems.
- Demonstrate a continuous improvement mindset and seek to identify efficiencies, improvements, and new IT services.

## Key responsibilities

- Support other members of the tech team and being a point-of-contact within the IWF for day-to-day IT troubleshooting.
- Planning and undertaking scheduled maintenance upgrades and backups.
- Treat all IWF staff, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- IT Infrastructure maintenance and support.
- Systems and user support.
- IT Infrastructure and Development projects.



# How to apply & more info

## How to apply

Visit [iwf.org.uk/careers](https://iwf.org.uk/careers) to download the application pack and complete all documents including:

- Application form
- Equal Opportunities Monitoring form
- Self Disclosure form

CVs will not be required or accepted to apply for this role. Short-listing will be based on an impartial scoring system to ensure fairness and equity.

**The work that IWF does is vital and our ability to continue operating throughout national crises is paramount so, for the safety of all teams, all applicants will need to be fully vaccinated for COVID-19/Coronavirus unless medically exempt.**

**Closing date: As we need someone to start as soon as possible, we will be interviewing suitable candidates at the earliest opportunity.**

## More info

Website: [iwf.org.uk](https://iwf.org.uk)

Annual Report: [annualreport2021.iwf.org.uk](https://annualreport2021.iwf.org.uk)

### Social Media:

- Twitter: [@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

Discovery House  
Vision Park  
Chivers Way  
Histon  
Cambridge  
CB24 9ZR  
UK

Tel: +44 (0)1223 20 30 30

Email: [recruitment@iwf.org.uk](mailto:recruitment@iwf.org.uk)



