

All children deserve
protection from
online sexual abuse



RECRUITMENT PACK

Head of Software

Working to stop child sexual abuse online

Protecting children is at the heart of everything we do. For over 27 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.**

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

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.

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



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 27 years, we've given people a safe place to report it to us, anonymously, now covering 51 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.

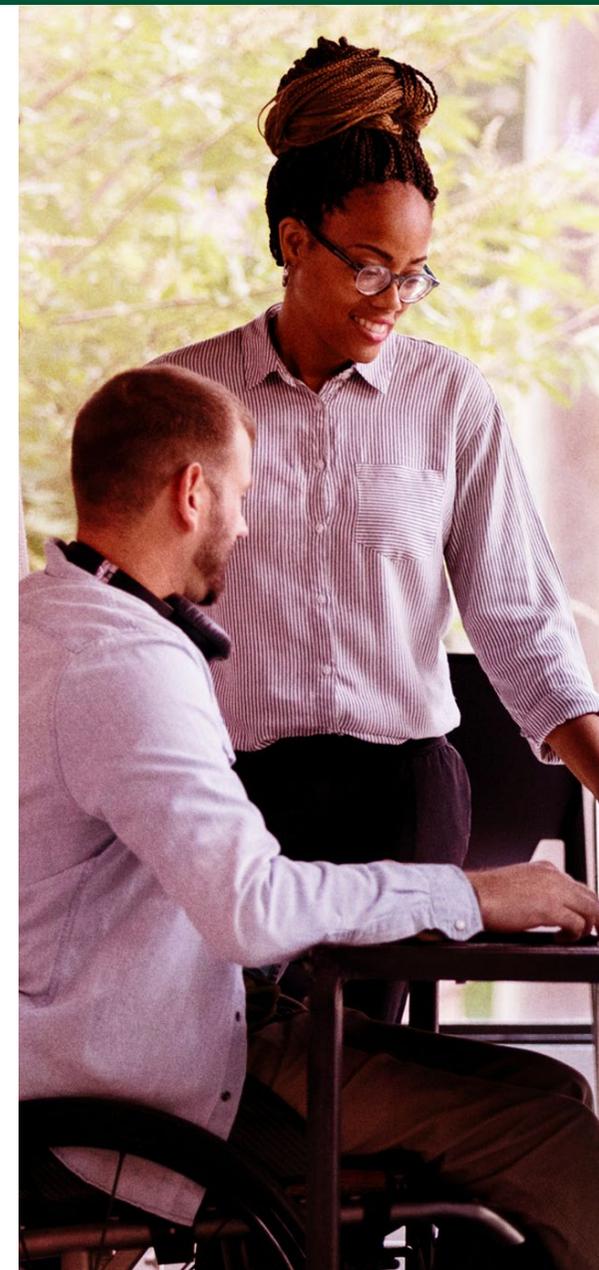
Addressing racism requires courage, respect and compassion and may not always be or seek to be comfortable.

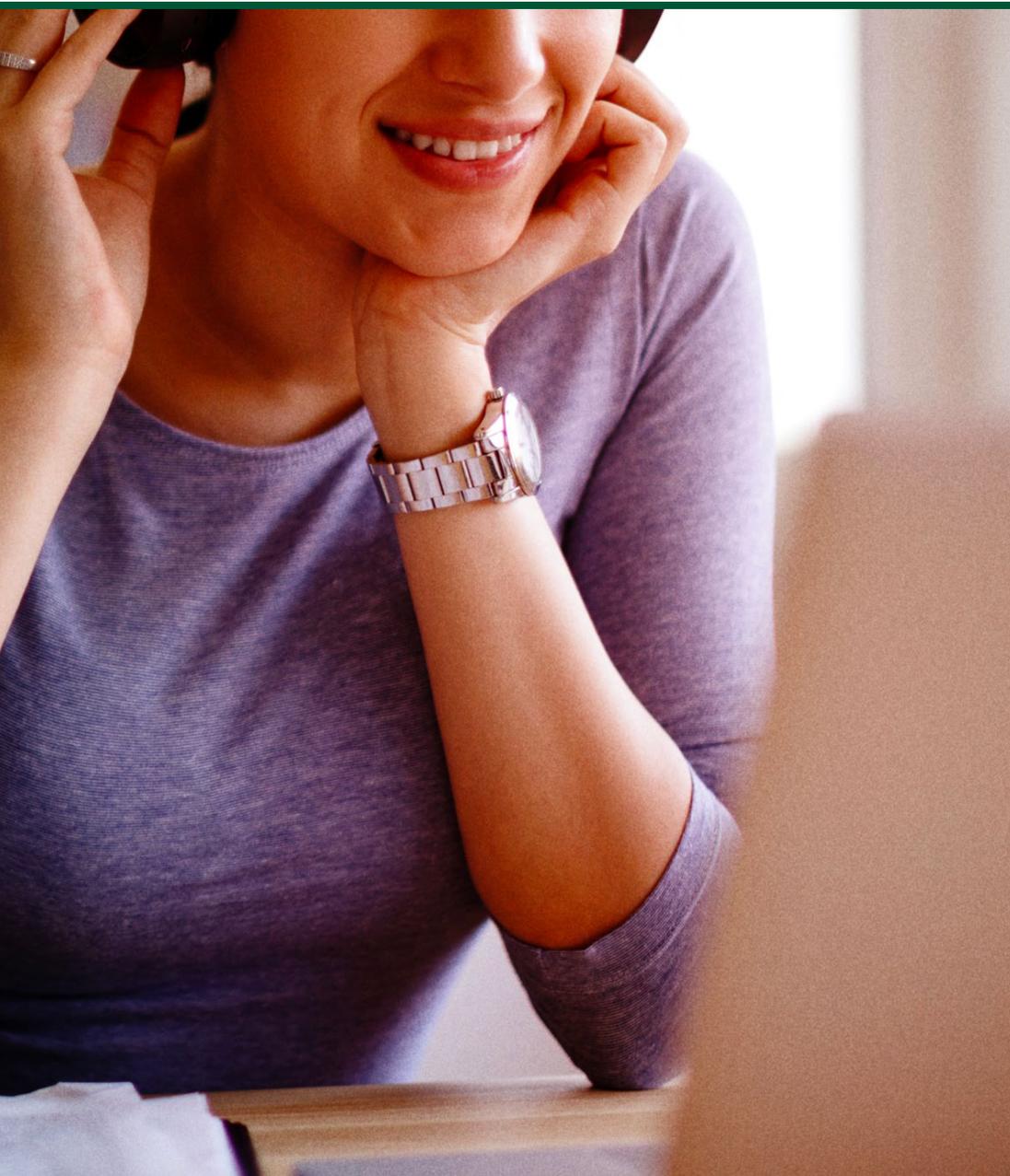
We have a zero-tolerance approach to racism and condemn all racist and discriminatory

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

Who we need

The Head of Software leads the IWF's software development team and oversees all in house software development. This role will drive through improvements in technology and will lead a highly skilled team.

This role will require the employee to develop, maintain and support 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.

In the last 2.5 years, we have progressed the skill level within the Software team. We are now looking for someone who's priority will be to lead and get the most out of the Software team, less so that someone will write all the code themselves. We expect they will be doing less hands-on programming than the current incumbent. This means we

are looking for someone who has strong people management and leadership qualities and can liaise effectively with our internal stakeholders. We have some big projects on, so strong skills in project management. There is also a requirement to deputise for the CTO, so someone who brings experience with them and confidence to be able to step up when needed. We can also point out the work we are doing in the AI space so if anyone has experience here that would be interesting, though not essential.

Criteria

Reporting to the Chief Technology Officer, you will be responsible for providing all round coding development and supervising a small team of software developers. The team is responsible for building a range of high-profile and innovative software/tools that specifically support the IWF's mission for tackling child sexual abuse images on the internet.

Job description (continued)

Examples include:

- [IntelliGrade](#) a powerful new tool that enables our analysts to accurately grade child sexual abuse images and videos, while automatically generating unique [hashes](#) which are used to identify and eliminate these images wherever they appear. [IntelliGrade featured in wired.com](#)
- [Report Remove](#) allows young people to discreetly report a nude image or video shared online, to see if it's possible to get it taken down.

About You

You will have technical leadership, a high degree of attention to detail and excellent communication skills in articulating software development solutions to real life problems. You will be an advocate of agile development, ideally as a full stack developer with expertise in C#, .Net, source control and CI/CD pipelines.

This opportunity will particularly suit someone that wants to apply their growing software

development leadership skills, strategic mindset and apply these to building high-profile tools that have a positive impact.

Main responsibilities

Technical leadership and agile practices

- Develop the underlying architecture for all software products and development.
- Manage and oversee multiple software projects, defining roadmaps, ensuring development meets key milestones on time and are in line with IWF's goals.
- Develop software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following a software development lifecycle.
- Design and conduct tests, implement systems for software automation, continuous integration, and deployment.
- Proven programming ability using C#, .Net and willingness to learn additional

languages and frameworks as required.

- Update job knowledge by researching new technologies; participating in educational opportunities.
- Assure ongoing compliance with legal, security and agreed regulatory requirements.

Team development

- Line management of a team - appraise, set personal development plans and objectives and have regular 1 to 1s.
- Fostering an environment of continuous personal and professional learning.
- Be a technical mentor and adviser to the team and across the organisation.
- Mentoring and leading the team in pushing the boundaries of innovation and technology.

Other

- Deputising for the CTO when required.
- Working closely with the CTO and the Head of IT to manage day to day

operations and contribute to the long-term strategy for the Technology team.

- Guide cross functional teams through complex projects and organisational change.
- Preparation of documentation.
- Prepare reports to communicate findings to stakeholders (internal and external as required) in verbal or written/ presentation style formats.

Important notes

- You will be required to view criminal images. Mandatory counselling is provided.
- The position is subject to an enhanced DBS check.

Key competencies

You will be responsible for people leadership, overseeing project management and having some hands-on development time.

People

- Manage an agile team, ensuring technical solutions are aligned with user needs.
- Able to navigate the nuances of communicating and working in a hybrid environment.
- Influence and persuade others with excellent communication skills and analytical ability.
- Confident talking to various levels of stakeholders (internal and external) and presenting technical information in an accessible way.

Technical

- Have the ability to roll up sleeves to develop product, evaluate tools, diagnose and tackle technical problems where needed.

- Technical expertise including programming, testing and automation.
- Expertise in software development practices such as Agile and Scrum to enhance delivery and collaboration between the development and operations teams.
- Data collection, management, and analysis.
- Problem analysis and problem solving.
- Strong project management skills with the proven ability to deliver excellence in projects whilst navigating the complexities of software development.

Interpersonal

- Ability to develop opinions and exercise objective judgment.
- Demonstrate accountable decision-making, with the ability to take ownership for actions.

- Act with integrity and professionalism and effectively resolve any conflict.

Other duties

- Other duties as assigned, consistent with the above duties within IWF's remit as it develops.

Reports to: Chief Technology Officer

Salary: £70,205.00 - £80,517.00 *depending on experience + benefits*

Benefits:

- Generous annual leave entitlement
- 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: Hybrid working with travel to IWF Offices in Cambridge.

How to apply & more info

How to apply

Initially, please email your CV to:

recruitment@iwf.org.uk

If you are then shortlisted, please visit iwf.org.uk/careers to download the application pack and complete all documents including:

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

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

Annual Report: iwf.org.uk/annualreport2023

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/channel/UCIWFHotline)

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