



Working together  
to stop child sexual  
abuse online

All children deserve  
protection from  
online sexual abuse

**RECRUITMENT PACK**

Office Administrator

# Working to stop child sexual abuse online

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**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.

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# 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 vital 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, 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

## Who we need

We are looking for a bright and energetic office administrator to support our day-to-day operations and provide general cover within the office. You must have some experience working within an office, be willing to learn fast and get involved with all aspects of what we do.

We cherish a commitment to the IWF's cause and need someone who can prioritise their time, is brimming with ideas, has a friendly and out-going personality and feels comfortable talking to people at all levels. You will get the opportunity to use your strong organisational skills and proactively work with people face to face, on the phone and online to keep the IWF's office and events running smoothly.

This role has lots of variety and needs someone with strong collaboration skills and an eye for detail.

To be considered for this role, we are looking for:

- Excellent administrative skills and strong attention to detail, in particular in keeping the office running smoothly.
- Impressive communication skills and a willingness to help regardless of how small or large the need.
- A friendly, co-operative nature where collaboration is key when working with our teams.
- The ability to prioritise a busy workload in a methodical way.
- Empathy, respect and sensitivity when dealing with enquiries.
- Strong IT / computer skills and an ability to meet deadlines.

## Key duties

Reporting to the Head of Human Resources you'll be responsible for the following:

- Ensure smooth running of the office and events, including set up/take down.
- Responsible for booking travel and meetings. Support to SLT where it is requested on administration.

### Important note:

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

# Details

**Reports to:** Head of Human Resources

**Salary:** £25,750.00 + *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:** Office based position. The environment is supportive and friendly, on the outskirts of Cambridge. The building is also accessible with a lift and disabled toilet.



# Main Accountabilities

**This list describes all possible duties and accountabilities, it does not mean that all these duties would be expected at the same time, as there will be natural peaks and troughs in the required duties due to the frequency of events etc. Priority of duties would be determined by the Head of HR.**

## Events:

- Managing the event forms that are completed and ensure the whole event runs smoothly.
- Ordering food for meetings and events, taking food to rooms with refreshments and clearing away into dishwasher afterwards.
- All paperwork and administration for the hiring of the meeting rooms including setting up room, working with other departments such as IT to ensure facilities and services are in full working order ahead of the meeting.

- Provide 'front-of-house' hosting support for events and office visits, ensuring rooms are set up, catering is provided, and drinks refreshed in a timely fashion.
- Assist with the organisation of IWF events which may include the annual report launch, membership events, networking opportunities or events for example, with our UK Safer Internet Centre colleagues.

## Office:

- Welcoming visitors, seating them in reception spaces and offering refreshments
- Maintaining a clean and tidy office and meeting room space
- Central point of contact for calls from external callers and redirecting or taking messages
- Main contact for access to the car park and buildings
- Ordering stationary and maintaining the cupboards

- Maintaining office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Fruit delivery ordering and management of quantity needed
- Arrange bi-monthly all staff call and other recurring meetings as requested
- Ordering kitchen supplies, tea, coffee, milk etc.
- Maintaining accident book
- Travel arrangements, visas, hotels for all staff advising Head of Human Resources of any security concerns due to the countries visited
- Support with printing of documents for meetings when needed
- Dealing with the post/deliveries ensuring they get to the right people – following internal security and safety protocols

- General administration and cover for other roles internally as required, for example absence cover
- Assisting with the Admin mailbox
- Any other duties as required

## Administration support for SLT:

- Where needed support the diaries of SLT with meeting arrangements, anticipating potential conflicts, prioritising tasks, and finding solutions to challenges that arise
- Creating and handling detailed itineraries and all aspects required for travel
- Preparation of documentation for meetings if needed, ensuring individuals are prepared where support is requested
- Preparing reports, presentations, and other documents, ensuring accuracy and professionalism working with internal comms and other teams to deliver
- Handling sensitive information with discretion and care



# Person specification

## Educational qualifications

Requirements	Criteria
Educated to A-level or equivalent.	Desirable

## Experience

Experience of office based work and general administrative tasks (including the use of Microsoft Office suite, e.g. Word, Excel, Outlook etc.)	Essential
Booking of travel in the UK and overseas	Desirable
Diary management	Desirable
Maintaining office space to high specifications	Desirable
Welcoming visitors and creating a high-quality experience for events	Essential

## Skills, abilities & knowledge

Attention to detail and accuracy under pressure	Essential
Logical approach to work	Essential
Ability to work unsupervised	Essential
Good communicator and confident to liaise with staff and stakeholders at all levels	Essential

## Personal qualities

Genuine interest in working for IWF	Essential
Flexible and happy to “muck in” whatever the task	Essential
Able to use own initiative	Essential
Team player	Essential
Articulate and confident	Essential
Open to learning and development	Essential
Tidy and organised	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](mailto:recruitment@iwf.org.uk)

**Closing date:** Sunday 14 September 2025

## More info

**Website:** [iwf.org.uk](http://iwf.org.uk)

**Annual Report:** [iwf.org.uk/annualreport2024](http://iwf.org.uk/annualreport2024)

### Social Media:

- [Bluesky: iwf.org.uk](#)
- [X: @IWFHotline](#)
- [Facebook: InternetWatchFoundation](#)
- [LinkedIn: IWF](#)
- [Instagram: internet.watch.foundation](#)
- [YouTube: 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)

## 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](http://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](http://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](http://iwf.org.uk/adayinthelife)



