IWF
Internet Watch Foundation

Working together to stop child sexual abuse online

RECRUITMENT PACK

Executive Team & Project Coordination Officer

Working to stop child sexual abuse online

Protecting children is at the heart of everything we do. For 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 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 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 30 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 purpose

We are seeking an organised, proactive and highly professional individual to join our team as **Executive Team & Project Coordination Officer.** To be successful, you must be able to quickly understand the priorities of a busy CEO, Executive Leadership Team and Board of Trustees, and apply sound judgement to keep executive and governance operations running smoothly as IWF grows towards becoming a more global organisation.

You will be a calm, methodical individual with a confident and discreet manner, coupled with excellent time management and precise attention to detail.

You'll manage complex diaries, coordinate Board and committee business, prepare papers and take accurate minutes at senior meetings, and track actions through to completion. You'll also work closely with the Head of Legal & Governance to maintain governance records and support Trustee engagement, while contributing to the strategic projects and high-profile events that help us deliver our mission.

This is a demanding role and the ability to manage competing priorities under pressure is a key requirement. You'll regularly handle sensitive and confidential information, so absolute discretion is essential. In return, you'll be part of a supportive team doing work that genuinely matters.

Your role will be office-led and hybrid, and strong digital literacy is essential, including proficiency in Microsoft 365 and the effective use of approved AI tools to enhance your work. You could come from the charity, corporate, public or commercial sector. Wherever you've built your experience, what matters most is your passion to do good and your drive to help an organisation protecting children online operate at its very best.

Main responsibilities

- Supporting the CEO with diary management, meeting coordination and correspondence where needed.
- Organising and servicing Board, Committee and strategy meetings.
- Preparing and circulating agendas, papers, presentations and briefing materials and ensuring actions are tracked to completion.
- Coordinate meetings, travel, events, and logistics alongside other team members.
- Draft correspondence and communications on behalf of senior leaders, responding to enquiries and requests.
- Taking accurate minutes at senior-level meetings and ensuring we have shared information that supports transparency of decision making across the organisation.
- Supporting governance systems, Trustee engagement, induction and development.
- Assisting with strategic projects and high-profile organisational events.
- Assist in monitoring progress against strategic objectives.
- Acting as a key point of contact for the CEO and wider Executive Team.
- Support reporting requirements for Executive Team and Trustees.
- Support compliance with governance requirements and policies.
- Maintain Trustee records and key organisational documents.
- Contribute to continuous improvement of administrative processes.

Person specification

Qualifications and experience

Requirements	Criteria
Experience working as an Executive Assistant supporting a CEO, Trustees/ Governance structure, Director or senior leadership team or equivalent experience.	Essential
Excellent minute-taking and governance administration skills, and experience co-ordinating and preparing reports, monitoring actions and drafting business correspondence independently.	Essential
Experience engaging with senior stakeholders, Trustees or Board members.	Essential
Excellent organisational and prioritisation skills.	Essential
Excellent judgement, discretion and confidentiality.	Essential
A proactive approach and the ability to manage multiple priorities, working under pressure.	Essential
Proficiency in Microsoft Office 365, including Outlook, Word, PowerPoint, Teams, and Excel. Experience in the effective use of approved AI tools to enhance delivery.	Essential

Skills and knowledge

Requirements	Criteria
Outstanding organisational and time management skills.	Essential
Excellent written and verbal communication skills.	Essential
Ability to prioritise and manage competing demands.	Essential
Strong diary management and organisational ability.	Essential
Strong attention to detail and accuracy.	Essential
Professional and confident relationship development and stakeholder management skills.	Essential
Ability to work independently and use initiative, and work under pressure.	Essential
Commitment to confidentiality and discretion.	Essential
Experience within the charity, public, or not-for-profit sector.	Desirable
Knowledge of charity governance and Trustee processes.	Desirable
Project administration or project coordination experience.	Desirable
Experience of event co-ordination.	Desirable

Main contacts

Internal:

- CEO
- Head of Legal & Governance
- Executive Team
- Board of Trustees

Important notes

This role does not involve viewing child sexual abuse imagery. However, you will be working in an organisation where colleagues do this work, and the subject of child sexual abuse is part of everyday conversation, data and reporting and we encourage you to consider this when applying.

This position is subject to an enhanced DBS check.

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

Details

Reports to: CEO

Starting salary: £40,000.00 per annum, depending on experience + benefits

+ Benefits:

- 25 days 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 hybrid but office-led, with 2–3 days per week in person and some home working depending on business needs. You'll join a friendly team at our new Cambridge Science Park office, which has a lift and disabled toilet.

How to apply & more info

How to apply

Please visit iwf.org.uk/careers to download the application pack and complete all documents including:

- 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 October 2026.

Provisional interview date:
Friday 30 October 2026.

As part of our inclusive recruitment process, longlisted candidates will be invited to a short screening call before interview. We'll then send you the competency-based interview questions at least 48 hours before your interview.

More info

Website: iwf.org.uk

Annual Report: iwf.org.uk/annualreport2025

Social Media:

- Bluesky: iwf.org.uk
- X: @IWFhotline
- Facebook: InternetWatchFoundation
- LinkedIn: IWF
- Instagram: internet.watch.foundation
- YouTube: IWFHotline

Our office:

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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

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