



All children deserve  
protection from  
online sexual abuse

**RECRUITMENT PACK**

Internet Content Analyst

# Working to stop child sexual abuse online

**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.**

Today, the assessment of more than 1.8 million individual reports has led to the successful removal of millions of child sexual abuse images by IWF analysts, along with 970,000 child sexual abuse reports actioned for removal in those 25 years.

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*

*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.*

*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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***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**

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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.

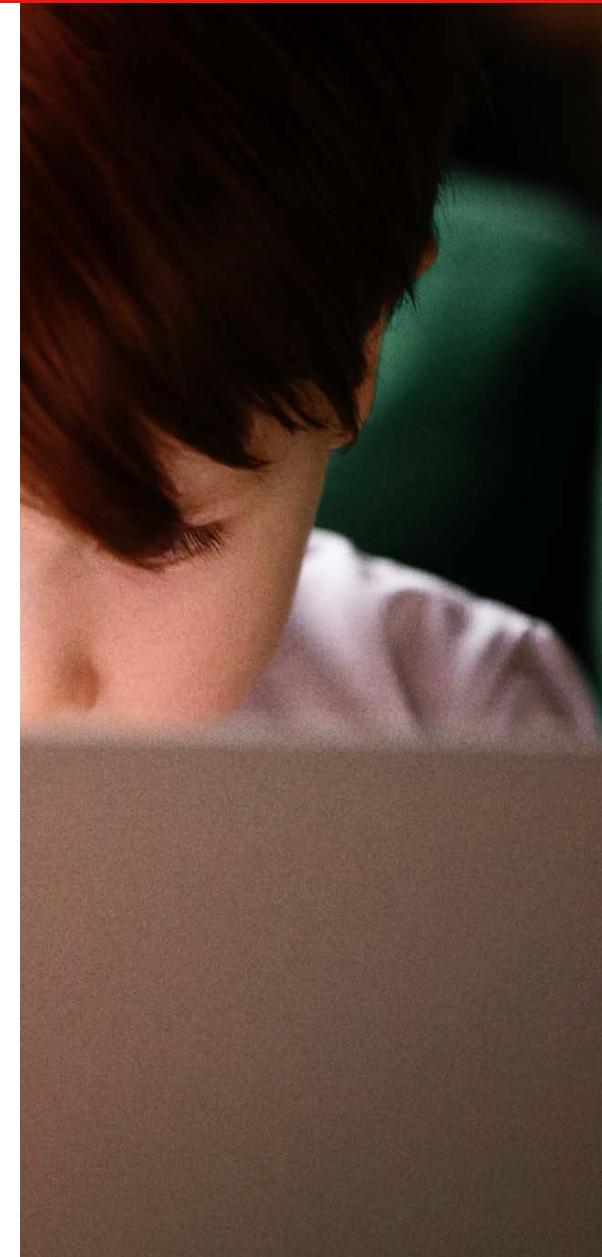
Child sexual abuse images and videos are just as much a weapon as a knife. We actively search for this imagery and for the past 25 years, we've given people a safe place to report it to us, anonymously, now covering 48 countries.

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

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## 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:

- 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.

- 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;

# Job description

## The Job

We are seeking an organised, motivated and professional individual to join our Hotline team. To be successful, you must be able to quickly learn the legal, professional and organisational considerations linked to the accurate assessment of potentially criminal content, including child sexual abuse images.

You will be a systematic, analytical individual with a considered outlook coupled with strong computer and internet literacy, and precise attention to detail.

This is a tough job and emotional resilience is a key requirement. Our assessment process will help us to gauge whether you have this and, if you do and are successful, you can expect a gold-standard welfare programme to support you with this task.

Although your role will be internet based you don't need to be techy – we'll teach you

everything you need to know. You could be any age, and from any background. What will unite you is your passion to do good, and your resilience to material showing the sexual abuse of children.

## Purpose

Processing reports from the public, IT professionals and other sources through the IWF's Report Management System. Proactive searching of images of child sexual abuse.

## Main responsibilities

- Locate Internet content e.g. websites, online groups or Usenet news articles. Analyse the content and assess whether it is potentially criminal under UK law, particularly images of child sexual abuse and NPI (non-photographic) content.

- Accurately trace the content's geographical origins or the next logical point of investigation.
- Collate necessary evidence if assessed as potentially criminal under UK law.
- Format a notification of the content and its origins. Where appropriate send this to the UK's National Crime Agency (NCA). Disseminate to other UK police units, UK Internet Service Providers (ISPs) and International hotlines as relevant (see International Association of Internet Hotlines [www.inhope.org](http://www.inhope.org))
- Assess, grade and hash images and video for inclusion in the IWF Hash list database.
- Liaise with UK ISPs, IWF Members, specialist police units, International hotlines, etc. as necessary.
- Ensure all IWF policies are adhered to and notify relevant manager if any breaches occur.
- Provide feedback to those reporting potentially criminal content.
- Proactively monitor Usenet newsgroups/web for potentially criminal content as directed.
- Deal with reports regarding the Internet, which fall outside IWF's core remit.
- Proactively monitor content and follow up after notification has been sent to ensure access has been removed.
- Represent IWF where appropriate, providing presentations as and when requested.
- Actively participate in meetings and positively promote the IWF externally.

# Job description (continued)

## Other duties

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

## Main Contacts (external):

- Law Enforcement bodies.
- Abuse team Managers and regulatory Managers (predominately Members but also non-Members as appropriate).
- Hotline counterparts within the INHOPE network.

## Main Contacts (internal):

Deputy Chief Executive, Hotline Manager, Senior Internet Content Analyst, System Support & Developer and Technical Project Officer.

## Job Specification

Educated to GCSE level	Desirable	Able to work independently and use own initiative to generate ideas and improve performance in line with Senior Leadership Team Management Team (SLT)	Essential
Educated to 'A-level' level	Desirable		
IT skills especially Internet	Essential		
Presentational skills	Desirable	Able to command the respect and co-operation of internal and external professional colleagues	Essential
Interpersonal and communication skills	Essential		
Supervisory and management skills	Essential		
Attention to detail	Essential	Customer focused	Essential
Legal understanding of IWF remit	Essential	Tactful and diplomatic	Essential
Experience of dealing with law enforcement officials	Desirable	Proven ability to communicate effectively in writing and verbally in a clear, concise and open manner	Essential
Experience of giving evidence in criminal proceedings	Desirable		
Able to work constructively with wide range of individuals and organisations, internally and externally	Essential		

### Important Note

This role will require the employee to view illegal and distressing content.

**Mandatory counselling is provided.**

**Reports to:** Senior Internet Content Analyst

**Salary:** £31,500.00 per annum + benefits

### Benefits:

- Generous annual leave entitlement
- Pension Scheme
- Life Assurance
- Private Health Care
- Cycle To Work Scheme
- Employee Assistance Programme and more.

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

**Contract:** 2-year fixed term

**Location:** You will be required to view criminal material and are therefore 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

## Experience

Experience of using and manipulating a variety of databases

Essential

Understands the principle of confidentiality and evidence of having operated in an environment of confidentiality

Essential

Experience of working in partnership with external agencies

Desirable

Knowledge and understanding of the Data Protection Act

Desirable

Up to date knowledge of legislation and current events relevant to IWF remit

Desirable

Basic understanding of police infrastructure

Desirable

Experience of presenting statistics to an audience

Desirable

## Skills and abilities

Demonstrates a high degree of accuracy and attention to detail

Essential

Demonstrates a systematic and methodical approach to work

Essential

Proven ability to see tasks through to the end

Essential

Proven ability to communicate effectively in writing and verbally in a clear, concise and open manner

Essential

Proven ability to use spreadsheets and produce reports and graphics from them

Essential

Proven ability to distribute information efficiently, accurately and in a timely manner

Essential

Demonstrates excellent IT skills, particularly using the Internet, including operating email client and web browsers

Essential

Demonstrates an ability to learn new IT skills quickly

Essential

## Personal qualities

Proven ability to work as part of a small dedicated team

Essential

Demonstrates a flexible approach to work

Essential

Demonstrates empathy for others

Essential

Evidence of ability to encourage others to express themselves openly

Essential

Demonstrates a range of mechanisms for dealing with stress and can recognise when to use them

Essential

Shows respect for others' feelings, views and circumstances

Essential

Accepts responsibility and accountability for own work

Essential

Seeks and uses professional support appropriately

Essential

Shows a realistic appreciation of the challenges of working within this environment

Essential

# How to apply & more info

## How to apply

Applicants for this role will need to provide the following:

- Application form
- Equal opportunities form
- Self-disclosure form (if required)

Visit [iwf.org.uk/careers](https://iwf.org.uk/careers) to download forms.

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: Friday 24 February 2023**

We reserve the right to close this vacancy early if we receive sufficient applications.

Therefore if you are interested, please submit your application as early as possible.

**Previous applicants need not apply.**

## 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
- Facebook: InternetWatchFoundation
- LinkedIn: IWF
- Instagram: internet.watch.foundation
- YouTube: IWFHotline

### Our office

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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](https://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](https://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](https://iwf.org.uk/adayinthelife)



