



IWF
Internet
Watch
Foundation

Working together
to stop child sexual
abuse online

RECRUITMENT PACK

IT Technician

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.

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 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

As our first point of contact for all IWF infrastructure, you'll play a vital role in keeping things running smoothly day to day, providing responsive support both on-site and remotely. You'll help us uphold our IT processes and procedures in line with our Cyber Essentials Plus programme - playing an important part in passing our annual accreditation audit - and keep accurate, up-to-date documentation of all our IT and information security systems and processes.

This is an office-based role, and you'll be the go-to person for our key workers in the office as well as colleagues working remotely. Keeping our IT resources well organised will be a key part of how you make a difference here.

Main accountabilities & key responsibilities

Main accountabilities

- Provide day to day support for IWF employees on site and remote workers.
- Work within the boundaries of IWFs Information Security Management System (ISMS) policies to ensure continued Cyber Essentials Plus compliance and accreditation.
- Maintain all aspects of our internal networks and hosted (M365) platforms.
- Work with IWF contracted support partners.
- Perform troubleshooting, systems backups, archiving, business continuity and disaster recovery functions.
- Configure and deploy hardware and virtual desktops/appliances.
- Support, maintain and update our company SharePoint estate.
- Ensure that company IT assets are recorded and maintained responsibly.
- Ensure all relevant IT documentation is kept up to date.
- Maintain hosted telephony system and mobile device management.
- Ensure all IWF software is fully up to date.
- Ensure maintenance of systems is implemented with minimal disruption for users and escalating issues while owning tasks through to completion.
- Proactive monitoring to identify any possible network or hardware issues.
- Create, change, and delete user accounts per request and according to agreed policies.

- Maintain daily, weekly and monthly checklists to ensure audit compliance as
- Treat all IWF people, 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.

Key responsibilities

- Proactively manage IWF infrastructure to ensure minimum downtime for all IWF people.
- Support IWF infrastructure according to Cyber Essentials Plus standard and assist in audit inspections.

Person specification

Educational requirement

Requirements	Criteria
Educated to A level standard.	Essential
Educated to degree level or holding a recognised IT qualification.	Desirable

Experience

Requirements	Criteria
Demonstrable understanding of Information Security Concepts and models (Cyber Essentials, ISO27001).	Essential
At least 2 years experience in a relevant IT support or security role.	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.	Essential
Knowledge and understanding of GDPR/Data Protection principles.	Desirable
Up to date knowledge of internet technologies or holding a recognised IT qualification.	Desirable

Skills, abilities and knowledge

Requirements	Criteria
Demonstrates excellent understanding of various IT hardware and software.	Essential
Experience in all of Microsoft365, Azure, ActiveDirectory, SharePoint, hardware such as PC's/Printer/Peripherals, Switches.	Essential
Demonstrates an ability to learn new IT skills quickly.	Essential
Demonstrates a high degree of accuracy and attention to detail.	Essential
Demonstrates a systematic and methodical approach to work.	Essential
Ability to effectively prioritise and execute tasks in a high-pressure environment.	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

Demonstrates a good knowledge and understanding of the engineering of the Internet and its technologies e.g. TCP/IP, http, html, ftp etc.	Desirable
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Personal attributes

Requirements	Criteria
Proven ability to work alone and as part of a small dedicated team.	Essential
Demonstrates a flexible approach to work.	Essential
Accepts responsibility and accountability for own work.	Essential
Seeks and uses additional support when necessary.	Essential
Committed to continuous improvement and innovation.	Essential
Shows a realistic appreciation of the challenges of working within this environment.	Essential
Ability to collaborate and work in partnership with external organisations.	Essential

Main contacts

Internal:

- Head of IT
- Chief Technical Officer
- IT Engineer
- Hotline Director
- Hotline Manager

External:

- 3rd Party support and maintenance contractors and suppliers

Important Note

This role will require the employee to 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.

Counselling is provided.

Details

Salary: From £35,648.00. 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 office based only, in a supportive and friendly environment on the outskirts of Cambridge. The building is also accessible with a lift and disabled toilet.



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 email recruitment@iwf.org.uk with a **current CV** and a **supporting statement** that explains:

- Your motivation for joining IWF and how you would help us achieve our mission to eliminate online child sexual abuse.
- How your experience, skills and achievements make you a strong candidate for this role.

Closing date

Role to start as soon as possible; we will be screening and interviewing on a rolling basis until the position is filled, so **we encourage early applications - there is no set closing date.**

More info

Website: iwf.org.uk

Annual Report: iwf.org.uk/annualreport2025

Social Media:

- [Bluesky: iwf.org.uk](https://www.bsky.app/profile/iwf.org.uk)
- [X: @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/UCFHotline)

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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

