

All children deserve
protection from
online sexual abuse

RECRUITMENT PACK

Quality Assurance
Officer



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.

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 CEO & Hotline Director



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Tracking down and identifying this harmful material 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 staff, there is no way this delicate work could get done.

Dealing with this material calmly, while maintaining a good eye for detail, and approaching everything with compassion and care, really takes a special kind of person.

Working at the IWF is not for everyone, but for our staff, knowing they have taken thousands of images and videos of child sexual abuse off the internet, helping

prevent the future revictimisation of victims, and even helping rescue children from abusive, dangerous situations, makes this the most satisfying job in the world.

Susie Hargreaves OBE, CEO

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Supporting victims of child sexual abuse may be the most challenging yet rewarding job you will ever do.

You'll be able to look back on each day and know you have made a real difference to children's lives – and that you have helped to make the internet a safer place for everyone.

We are looking for exceptional and motivated individuals to join our team.

If your core qualities include accuracy and efficiency, and you have a passion for hard work, you may have just found the perfect opportunity to become the best version of you, while contributing to our important mission.

Chris Hughes, Hotline Director

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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

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.

Job description

After a full programme of induction and training, the successful applicant will be responsible for the quality assurance (QA) of child sexual abuse imagery assessments made by the team of Image Classification Assessors (ICAs).

ICAs follow specific guidance for the grading/categorisation of images showing the sexual abuse of children and undertake the review and categorisation of potentially criminal images sourced from the Police Child Abuse Image Database (CAID).

This important work will help with victim identification and assist with the location and removal of criminal imagery.

Main responsibilities

- QA the assessments of child sexual abuse images made by the team of ICAs in accordance with UK law.
 - Maintain predefined QA levels.
 - Flagging issues or training needs to relevant senior colleagues.
 - Maintain accurate records and compile statistics.
 - Provide regular and accurate reports to senior staff.
 - Work with the Compliance Officer and other Quality Assurance Officers to rectify errors and/or omissions as required.
 - Assist with the QA of the Internet Content Analysts teams' work if required.
 - Actively participate in training and review sessions.
- Follow and maintain IWF welfare policies in relation to yourself and others.
 - Ensure all ISO policies are read, understood and followed.
 - Ensure all IWF security protocols are followed and report any breaches to a line manager.

Reports to: Hotline Manager

Salary: £20,348.00

Hours: Part-time - 10am to 2pm, Mon-Fri

Please note: Full training is provided for this role. A background in IT or similar experience is not required.



Person & job specifications

Skills and Abilities

- Demonstrate a high degree of accuracy and attention to detail.
- Proven ability to communicate effectively in writing and verbally in a clear, concise and open manner.
- Proven ability to use spreadsheets and produce reports and graphics.
- Proven ability to distribute information efficiently, accurately and in a timely manner.
- Demonstrate a systematic and methodical approach to work.
- Demonstrate an ability to learn new skills and concepts quickly.
- Proven ability to see tasks through to the end.
- Is a supportive and inclusive team player.
- Experience of using MS office suite (Word, Excel etc).

Personal Qualities

- Shows a realistic appreciation of the challenges of working within the IWF environment and exposure to child sexual abuse imagery.
- Accepts responsibility and accountability for own work.
- Proven ability to work as part of a dedicated team.
- Shows respect for others' feelings, views and circumstances.
- Demonstrates a range of mechanisms for dealing with stress and can recognise when to use them.
- Seeks and uses professional support appropriately.
- Acts and operates in accordance with the law and policy and can follow strict protocols while putting preconceptions/personal opinion and bias aside.
- Demonstrates a flexible approach to work

Experience

- Previous experience of quality assurance/audit work, or work within a regulatory or security sensitive environment.

Job Specification

Skills and abilities	Criteria
Relevant quality assurance/ auditing certifications an advantage.	Desirable
Quality inspection, auditing and testing experience.	Desirable
Experience with implementation of corrective action programs.	Desirable
Interpersonal and communication skills.	Essential
Attention to detail.	Essential
Able to work constructively with wide range of individuals from different social and economic backgrounds.	Essential

Follows instruction and protocol.	Essential
Tactful and diplomatic.	Essential
Data/security aware.	Essential
Strong computer skills including Microsoft Office and databases.	Essential
Understanding of concepts and methodologies of QA.	Essential
Experience of extracting and presenting data.	Essential

How to apply & more info

How to apply

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

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

CVs will not be required or accepted to apply for this role. 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: Monday 24 January 2022

Join our virtual open evening on Thursday 13 January 2022 at 6pm to find out more about IWF and ask any questions you may have. Sign up [here](#).

More info

Website: iwf.org.uk

Annual Report: annualreport2020.iwf.org.uk

Social Media:

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

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