

All children deserve
protection from
online sexual abuse

RECRUITMENT PACK

Office Administrator

Working to stop child sexual abuse online

Protecting children is at the heart of everything we do. For over 27 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 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 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



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 27 years, we've given people a safe place to report it to us, anonymously, now covering 51 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.

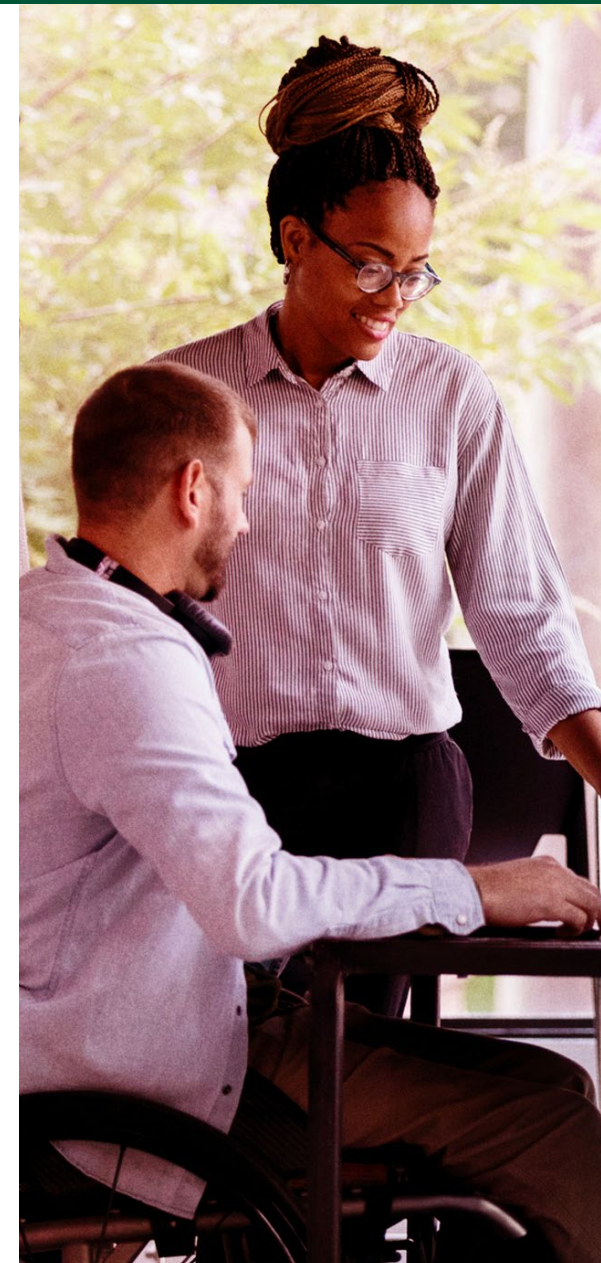
Addressing racism requires courage, respect and compassion and may not always be or seek to be comfortable.

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 is a new and pivotal role for us, it 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:

- Overseeing the day to day running of the office and event management.
- Ensuring that events are well organised and set up to high standards and taken down at the end of each day. General administrative work to support the smooth running of the office, working closely with the Business Officer on facilities management.
- Support the Fundraising Team to research and secure new partners/ trusts/foundations.

Important note:

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

Reports to: Head of Human Resources

Salary: £25,000.00 (*depending on experience*) + *benefits*

Benefits:

- Generous annual leave entitlement
- Pension Scheme
- Life Assurance
- Private Health Care
- Cycle To Work Scheme
- On-site parking
- 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.

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 the Barrier phone, 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.
- Bi-annual administration for the Hotline inspection.
- Travel arrangements, visas, hotels for all staff, including SLT.
- Travel arrangements including visa's hotel and flights and advising Head of Human Resources of any security

concerns due to the countries visited.

- Arrangement of meetings and note taking for senior leadership team if required.
- 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.
- Contribute to health and safety, security, and fire regulations with the Business Officer.
- General administration and cover for other roles internally as required, for example absence cover.
- Assisting with the admin mailbox.
- Any other duties as required.

Support the Fundraising Team to research and secure new partners/trusts/foundations.

- Research companies (National and Local) to identify previous/current charity

Main Accountabilities (continued)

partnerships and manage the Google alerts to find new leads. Make calls as necessary to establish further information.

- Research our 200 members to identify previous/current charity partnerships and work with the Head of Fundraising and Development Manager to establish main leads.
- Update internal documents with information on future actions.
- Send information packs/emails to new prospects.

Supporting our partnerships

- Provide support for individuals who are doing fundraising activities motivating, inspiring, and thanking them.
- Work with our Project Officer to ensure our supporters are receiving a motivating stewardship journey.

- Monitor online giving pages to make sure supporters are identified and recorded correctly, and they reach their fundraising potential.
- Assist the Project Officer with the new fundraising Run for Charity portal to ensure we are promoting and marketing to individuals through our social media channels.
- Monitor database information to make sure that all information about corporate fundraisers is recorded correctly.

Administrative support

- Respond to incoming team enquiries promptly and professionally – triaging emails and directing them to the appropriate person.
- Fundraising merchandise management and distribution.
- Assist with the administration of our Collection for Clothes partnership -

arrange collections and be the point of contact.

- Fundraising data management: adding new companies and individuals to the charity database (Salesforce) and extracting information to help inform team strategy.
- Keeping records updated, including processing gifts, and donations and sending thank you emails.
- Update the team intranet and website pages and engage with supporters on social media to ensure we are maximising all fundraising opportunities.
- Provide a point of contact for fundraisers from companies that are supporting the charity, making sure they have the materials and resources required to fundraise.
- Provide general administrative support for the team including writing copy and

creating fundraising assets and resources.

- Assisting the team with event planning and attending events.
- Assist with ad hoc projects as required.

Working with others

- Work with the Project Officer and Communications team to issue regular newsletters and ad hoc communications for our partners.
- Work with the Project Officer and the Design and Digital team to create assets and resources for our partners and social media.
- Represent the fundraising team alongside the Project Officer on internal working groups to ensure we are kept up to speed with the latest updates across the charity.



Person specification

Educational qualifications

Requirements	Criteria
Educated to degree 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

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 Monitoring form
- Self Disclosure form

Please email the completed forms to:
recruitment@iwf.org.uk

Closing date: Friday 24 May 2024

Interviews: Week commencing 3 June 2024

More info

Website: iwf.org.uk

Annual Report: annualreport2022.iwf.org.uk

Social Media:

- [Twitter: @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/UCIWFHotline)

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