



We work together to remove criminal images of children, wherever they're hosted in the world

Chief Technical Officer

ROLE BRIEF



IWF
Internet
Watch
Foundation

BAME
RECRUITMENT
D&I - IT'S NOT JUST BLACK AND WHITE

WELCOME LETTER FROM THE CEO

Thank you for your interest in the role of Chief Technical Officer (CTO). As the Chief Executive of the IWF I am extremely proud to lead the IWF team who do one of the most difficult jobs imaginable to make the internet a safer place for us all.

The mission of the IWF is to eliminate online child sexual abuse from the internet. I believe that the IWF has a hugely important part to play as we provide a unique brokering role between the internet industry and the government and law enforcement.

The internet is a wonderful, empowering and uniting tool but it also has its darker side, and this is where we come in. We provide the UK and 43 countries around the world with somewhere for the public to anonymously report child sexual abuse to our Hotline where we assess and take action to have the content removed. As well as taking public reports we are also able to search for images and videos using our cutting-edge technology and we provide a range of technical services to the internet industry to enable them to disrupt the distribution of this illegal content.

We are seeking a new CTO who will join our Senior Leadership Team and lead our technical team. We need someone who is a technical expert, who is not only able to see how existing technology can be deployed but is also able to look ahead and identify how new technical solutions will help us fight a constantly evolving and challenging problem. You'll be a person immersed in technology, committed to constant learning and innovation and you'll have the communication skills to be able to explain this to non-tech audiences from government, law enforcement to other colleagues internally and externally.

Online child sexual abuse is not a victimless crime – every time someone looks at an image that child is revictimised. At the IWF, we are all totally committed to doing everything we can give hope to the victims and survivors and children's safety is always at the heart of all our operations.



The children we see in the images are from all the over world. We are committed to being a company that reflects the diverse communities we serve and welcome applications from candidates of all backgrounds and experiences.

This is an exciting and challenging time for the IWF as we enter a new regulatory environment in the UK. The IWF as one of the world's leaders in fighting online child sexual abuse is perfectly positioned to play a vital role in the Government's intention to make the UK the safest place in the world to be online. The IWF can support the new Regulator with our expertise, relationships, knowledge and specialist technological insights. The role of the Senior Leadership Team has never been so important as we steer the team through this crucial period of change.

We are a strong Senior Leadership Team, united in our commitment to the mission of the IWF.

If you think you can help us and can make a positive contribution to our team, we would love to hear from you,

Yours sincerely

Susie Hargreaves OBE

Chief Executive



ABOUT THE ROLE

Job Title: Chief Technical Officer

Location: Cambridge (minimum 1 day per week) + Remote

Salary Scale: £75,000 - £90,000.

The Job:

You'll lead and manage the Technical team, Technical Services, management of Operational Security and Quality Assurance and Data Compliance.

You will be responsible for in-house technology. You will provide expert technical advice to SLT and colleagues in a plain-English way to ensure that IWF maintains pace with current and emerging technological solutions to fight child sexual abuse material (CSAM).

As a member of the SLT, you'll contribute to the development of organisational strategy, be expected to front media interviews and lead and contribute to national and international high-level meetings.

Due to the current Covid restrictions, the post holder will be home-based initially with office and flexible working arrangements available in the future. The IWF offices are fully accessible.

You will be required to view criminal images. Coaching and training will be given prior to starting in the role.



ABOUT US

The Internet Watch Foundation (IWF) makes the internet a safer place for children and adults across the world. Our mission is to eliminate online child sexual abuse images and videos. 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 eliminate this material for good. And to show every child, there is someone out there who cares enough to help.

The IWF was founded in 1996 and for 24 years we've given people a safe place to report imagery anonymously. As well as providing this service for the UK public, we also provide 43 reporting portals in countries without a hotline of their own including in India, Tanzania, Uganda, Ukraine and Zambia.

In 2006, we became a registered charity in England Wales. Our operations are governed by an MOU between the Crown Prosecution Service (CPS) and National Police Chiefs' Council (NPCC) linked to Section 46 of the Sexual Offences Act 2003.

We are funded by the internet industry and the European Commission and are independent of the government and police but work closely with both. We have 155 Members, and these include some the largest internet companies in the world - Amazon, Apple, Facebook, Google and Microsoft - as well as the largest ISPs and mobile operators in the UK.

The IWF Hotline is the heart of our operation. As well as receiving reports from the public we also have the powers to search proactively for illegal child sexual abuse content.



We assess every report we receive. If it shows the sexual abuse of a child, we make sure the image or video is removed.

We are constantly developing new technology and bespoke tools which we not only use to find material, but we also provide a range of technical services to the internet industry to enable them to block and disrupt the distribution of online child sexual abuse. No child should suffer repeated abuse and victimisation.

Our services include: the IWF URL List, which is a list of live web pages hosted outside the UK, which is deployed across the world to block access until such time as it is removed by the host country; the IWF Hash list which is a list of digital fingerprints of known images of child sexual abuse which is deployed by the industry to prevent the upload of duplicate images and the IWF Keyword list which is a list of terms used by paedophiles to find content which is used by search engines.

Our approach is about working in partnership. We encourage others to play their part, whether it is reporting to us, funding us, or collaborating on the best technology and research.

The IWF is a partner in the UK Safer Internet Centre with partners Childnet International and SWGfL. Collectively, we provide a hotline, two helplines and awareness raising and training for children in schools, for parents and teachers to help them keep themselves safer online. We also run the UK Safer Internet Day which in February 2020 reached 46% of all school age children.

Doing this work depends on a team of compassionate and resilient staff members, who are highly trained. To support them we have a gold standard welfare programme which includes a comprehensive welfare package and a programme of counselling.



Our vision

Our vision is the global elimination of child sexual abuse imagery online.

What we do

Our remit is to minimise the availability of online criminal content.

Specifically:

- child sexual abuse imagery* hosted anywhere in the world;
- non-photographic child sexual abuse images hosted in the UK.

Tackling a global problem

Online child sexual abuse imagery is a global problem, which demands a global solution. The internet does not respect geographical borders, so we work in close cooperation with partners worldwide. This helps us to eradicate online images of child sexual abuse as quickly and efficiently as possible.

**We use the term child sexual abuse to reflect the gravity of the images and videos we deal with. Child pornography, child porn and kiddie porn are not acceptable descriptions. A child cannot consent to their own abuse.*

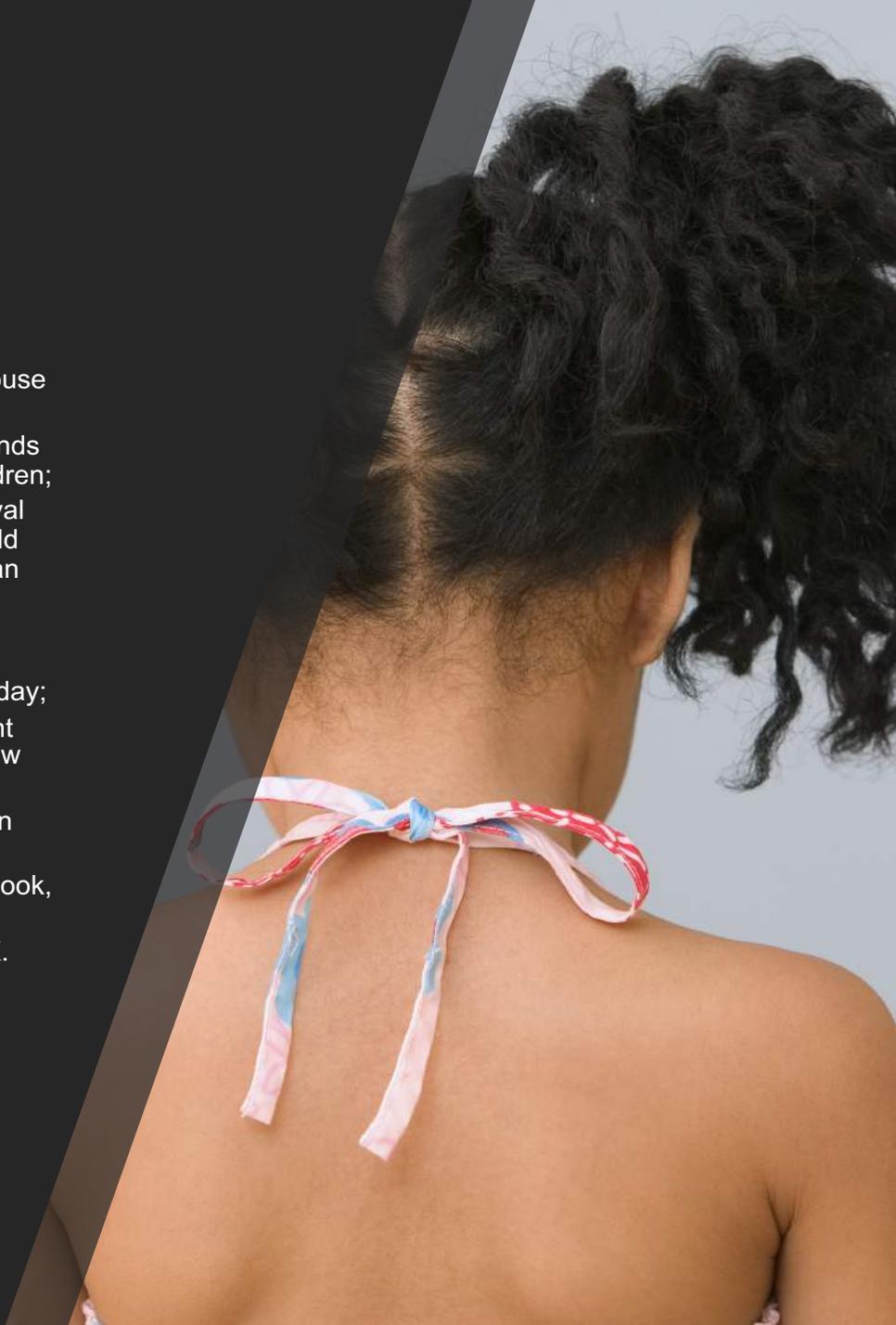


2019 in summary:

(see also 2019 Annual Report –

<https://www.iwf.org.uk/report/iwf-2019-annual-report-zero-tolerance>)

- We processed 260,426 reports;
- We removed 132,700 webpages showing the sexual abuse and sexual torture of children;
- These 132,700 webpages each contained up to thousands of images and videos showing the sexual abuse of children;
- 3 out of 10 of the webpages the IWF actioned for removal displayed the sexual abuse of children aged 10 years old and younger, with infants and babies featuring more than 1,600 times;
- 1/3 of all the content we removed was self-generated imagery. Of these 76% were girls aged 11-13 and our analyst removed this imagery 118 times every working day;
- As a direct result of our work, child sexual abuse content hosted in the UK has reduced from 18% in 1996 to below 1% today;
- Content hosted in the UK is removed quickly – usually in less than 2 hours;
- 155 industry Members including Amazon, Apple, Facebook, Google and Microsoft;
- 43 IWF Reporting Portals in countries outside of the UK.



Strategy

The volume of online child sexual abuse imagery is increasing globally. Children are revictimised every time an image is viewed online. Criminals use technology to evade detection. The internet can become an unsafe place for children and adults.

Technology alone will not solve the problem; it has to be backed up by strong legislation, law enforcement action and importantly, a programme of education and awareness raising which promotes a zero-tolerance message to prevent people from trying to make, access and distribute child sexual abuse imagery online.

Over the past 24 years, the IWF has established itself as a world leading organisation for the removal of this heinous content, by searching out the images and videos and by offering the public a safe place to report them anonymously. In 2019, the IWF removed a record 132,700 webpages, which equated to millions of criminal images. Our work is necessary and vital. But if we are to make a lasting impact, we need to broaden our work. We currently work to stem the supply; in the future, we should work on preventing child sexual abuse from happening in the first place by tackling the demand.

2020 marks a shift in direction into the 'Prevent' space. Over the next three years, we will reposition ourselves as a child-focussed organisation, working with other partners in the value chain to target our resources into preventing the crime from taking place. This will not replace the core work of the IWF which will continue alongside this new approach. Over the next three years, we will continue to demonstrate our technical expertise by being ahead of technical changes ensuring we balance the need for work in both 'Prevent' and 'Disrupt'.



Our aim is to be recognised as the thought leader in the field and the standard bearer for good practice. To achieve this we will, through our work, eliminate the taboo of talking about the reality of online child sexual abuse and the impact on its victims.

The regulatory landscape in which the IWF operates is also changing. Ofcom has been recommended as the Regulator who will oversee Online Harms. Over the past three years, the IWF has been working closely with the Home Office and DCMS helping to shape the Draft Code of Practice for Child Sexual Abuse and Exploitation (CSEA) which will feed into the draft legislation which is due by the end of 2020. We have also developed a model in which we will undertake a number of regulatory functions on behalf of the Regulator and are in the middle of a programme of consultation with all key stakeholders.

Governance and management - <https://www.iwf.org.uk/what-we-do/who-we-are/governance>

We are governed by a Board of 11 Trustees, which include an Independent Chair, six Independent Trustees, three Industry Trustees and one Co-opted Trustee. The Board elects two Vice-Chairs, one from the Industry Trustees and one from the Independent Trustees. The Board monitors, reviews and directs the IWF's remit, strategy, policy and budget to help us achieve our objectives.

All our Members nominate representatives to a Funding Council. The Funding Council elects three of its Members to represent industry views on the Board. Our Independent Board members are chosen by an open selection procedure following national advertising. No Trustee may serve more than six years.

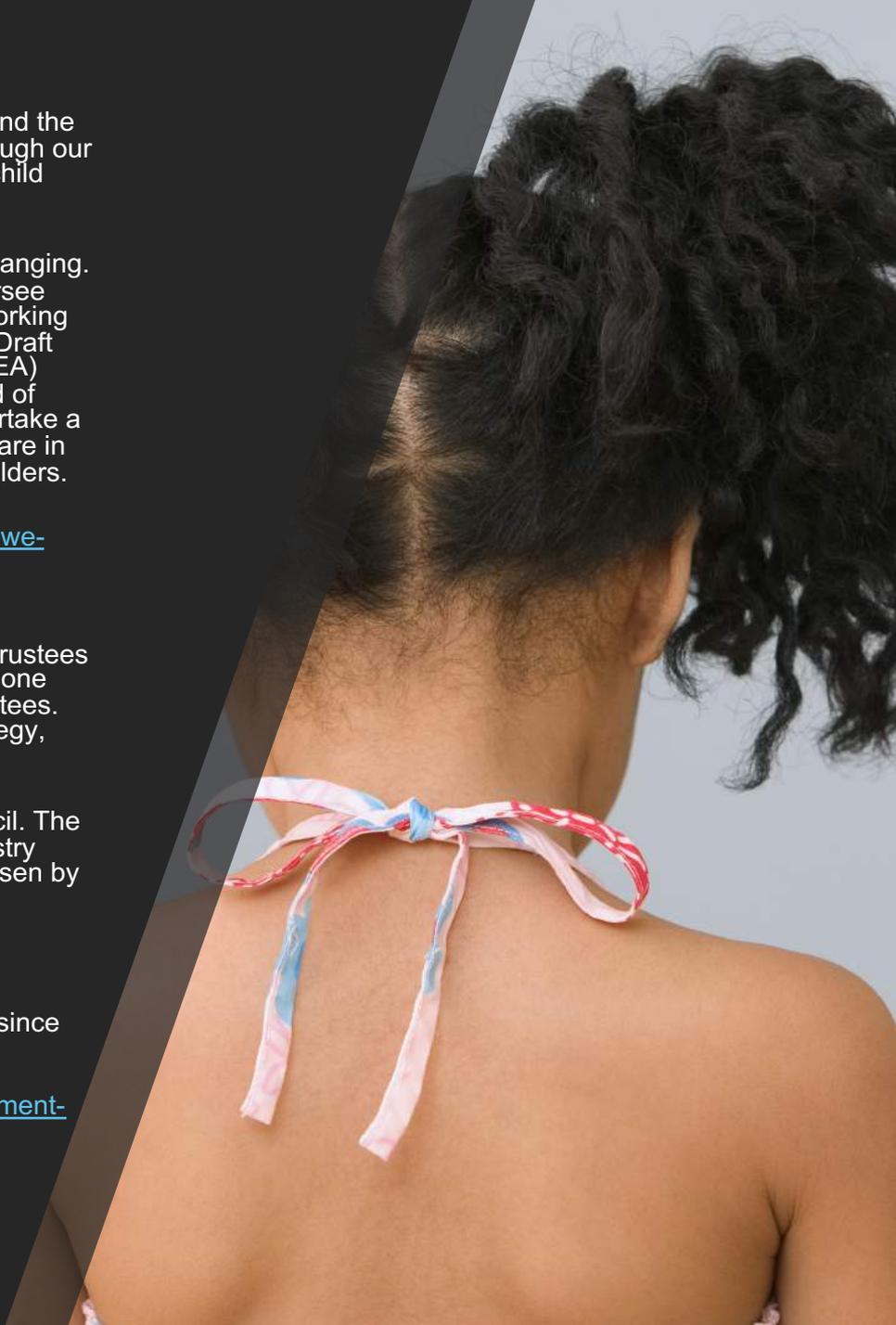
Staff Structure

The IWF is led by Susie Hargreaves OBE who has been CEO since 2011. She is supported by one COO/Deputy CEO, one Communications Director and one Hotline Director -

<https://www.iwf.org.uk/what-we-do/who-we-are/senior-management-team>.

There are 45 members of staff at the IWF -

<https://www.iwf.org.uk/what-we-do/who-we-are/staff-structure>.



KEY RESPONSIBILITIES

1. Member of SLT contributing to the development of organizational strategy.
2. To lead on strategy development and implementation for the Technical Department.
3. To provide expert technical advice to SLT and colleagues to ensure that IWF maintains pace with current and emerging technological solutions to fight child sexual abuse material (CSAM).
4. To lead & manage the Technical team & Technical Services.
5. To lead and manage of Operational Security and Quality Assurance and Data Compliance.
6. To manage a programme of data and trends analysis.
7. To lead and manage in-house technology.
8. To work with external partners.
9. To actively promote the IWF mission, vision and values in all aspects of role and the continued development of the IWF strategy.
10. To undertake any other duties commensurate with the seniority of the position.

KEY RELATIONSHIPS

- Reporting to CEO.
- Member of: SLT (with on call responsibility).
- Line Management of Technical Department.
- Management of external technology & operational contractors and freelancers.
- Funding Council and Members.
- Government and Law Enforcement for technical operational matters.

Please Note: The post holder will be required to view images/videos of child sexual abuse. Training and clinical supervision will be provided and will be included as part of the recruitment process with a programme of welfare support for the incumbent post holder.



DETAILED DUTIES & RESPONSIBILITIES

1. Develop and influence IWF and wider policy. Ensure SLT and Board members are kept up to date with key department developments.
2. To attend and present to Board of Trustees
3. To identify innovative opportunities to use technology to fight CSAM. Developing, presenting and implementing departmental strategy including setting objectives, targets, operational programme, KPIs.
4. Developing and managing Technical Dept. budget
5. Ensure SLT and Board members are kept up to date with key technological developments and to identify innovative opportunities to use technology to fight CSAM.
6. Identifying new technological services and potential markets nationally and globally
7. Manage implementation of operational programme of in-house technology.
8. Manage programme of technical services development. Manage programme of R&D for new technical tools to fight CSAM.
9. Managing team and ensuring wellbeing of staff. Identify training required for Technical team
10. Monitoring and implementation of Security strategy. Manage ISO 27001 programme and ensure compliance.
11. Ensuring systems are secure and robust through regularly testing. Ensure mechanisms are in place across IWF for compliance with data requirements including GDPR, Data Protection Act, H&S and other relevant legislation.



DETAILED DUTIES & RESPONSIBILITIES (Continued)

12. Oversee trends research to ensure published data is robust and quality assured for use in IWF publications incl. Annual Report, Trustee Report and Communications publications including press and media. Manage programme of external commissions and partnerships where appropriate.
13. Ensure trends analysis feeds into hotline development.
14. To ensure all in-house technology is current, fit for purpose and future proofed where possible.
15. Ensuring all staff are adequately trained and equipped to deliver their day to day functions.
16. Develop and influence IWF and wider policy. Ensure SLT and Board members are kept up to date with key department developments.
17. To attend and present to Board of Trustees
18. To liaise with key partners including Government and Law Enforcement on technical operational issues including representation on a number of project and strategic committees and advisory boards.
19. Develop and sustain working partnerships with IWF Members on technological issues including providing high level advice and support
20. Maintaining and creating relationships/alliances with Members, strategic partners nationally and internationally
21. To present at meetings, workshops, conferences and undertake media interviews as appropriate.
22. Be an Ambassador for the IWF promoting IWF mission, vision, values in all aspects of role
23. To undertake any other duties commensurate with the seniority of the position



ABOUT YOU

We would love to receive an application from you if you can:

- Identify opportunities to use technology to fight CSAM
- Provide expert technical advice to other Senior Leaders and colleagues to ensure that IWF maintains pace with current and emerging technology
- Lead and manage a high performing technical team
- Manage critical Operational Security, Quality Assurance and Data Compliance
- Manage external projects and partnerships where appropriate
- Ensure all in-house technology is current, fit for purpose and future-proofed
- Liaise with key partners including Government and Law Enforcement, including representation on a number of project and strategic committees
- Be an Ambassador for IWF in promoting the mission and strategy

IWF is an equal opportunities employer and welcomes applications from people from all sections of the community. We would like to encourage applicants from BAME (Black, Asian and Minority Ethnic) backgrounds and those with disabilities.

The successful post holder will be required to achieve the top-level security clearance of DV – Developed Vetting.

Candidates are asked to read the information here <https://www.gov.uk/government/publications/united-kingdom-security-vetting-clearance-levels> to ensure that there is no reason known to them why they cannot achieve this prior to application for the role.



DETAILS AND PROCESS

After applications have been assessed against all criteria, we will invite for interview the shortlisted candidates.

Application closing date: Sunday 22nd November at 23:59 GMT

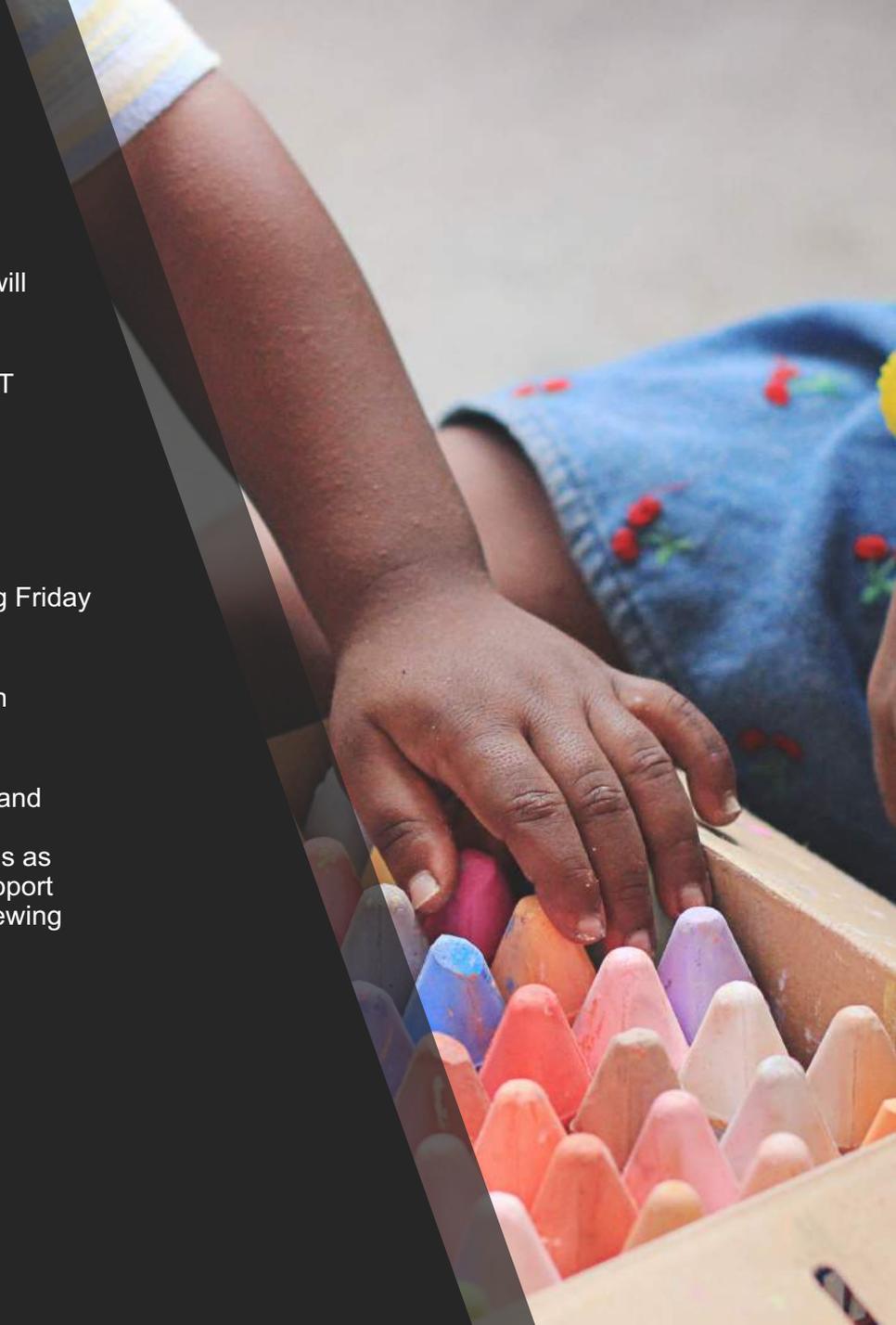
Interview process:

Stage 1 – Video/Telephone Interview with BAME Recruitment

Stage 2 – Formal Interview - take place during the week ending Friday 11th December

Stage 3 – Personal Interview* – take place on Wednesday 16th December

*The personal interview will be conducted by the Deputy CEO and one of our counselling team with the CEO in attendance. It will consist of a series of personal questions relating to such things as childhood, beliefs, life experiences and available emotional support networks. The interview is carried out for all staff that will be viewing illegal images, and aims to ascertain suitability for the role and emotional resilience.



HOW TO APPLY

If you have not yet applied, please send your CV and covering letter to BAME Recruitment, outlining how you meet the person specification, via this link:

<https://bamerecruitment.teamtailor.com/jobs/978958-chief-technical-officer-cto-internet-watch-foundation-iwf>

In your covering letter please explain why you are suitable for the role by addressing the **ABOUT YOU** criteria, as outlined in this document.

We look forward to hearing from you.

For more information on the process or to learn more about the position, please contact Luke Davis on +44 207 770 9960 or luke@bamerecruitment.com.

