



INCIDENTS CASEWORKER

Candidate Pack

June 2025



About CST



CST is the charity that protects British Jews from terrorism and antisemitism. It exists to ensure that Jewish people across the UK can lead the lives of their choice.

Widely recognised by police and government as a unique model of best practice, CST's research regularly informs public policy, helps to safeguard wider British society, and supports victims of antisemitism.

CST gained charitable status in 1994, though its origins lie in many decades of Jewish self-defence – both before and after World War Two. CST does not charge for any of its services and is almost entirely dependent on charitable donations to cover its costs.

Across the UK, 2,000 dedicated volunteers and over 100 members staff power CST's mission.

CST's mission



CST's mission is to protect our UK Jewish community from antisemitism and extremist violence. This is what every member of CST's team does, whether staff, volunteers or trustees. We do it to facilitate British Jewish life, so people can lead the lives of their choice.

Everything that CST does contributes to protecting our community and fighting antisemitism. Every staff role and every department exist so that CST can best fulfil its mission. Together We Protect is not just our slogan, it is the reality of what we aim to do.

We do our utmost, individually and collectively, in pursuit of CST's mission. We should ask: *What did I do today to protect our Jewish community, how can I do it better? What did I do today to support CST colleagues, how can we work better together?*

Every British Jew benefits from CST's work and service, either directly or indirectly. This is the protection we give to schools, shuls, communal organisations and events, or the work we do against terrorism and antisemitism.

We strive to work in partnership with all British Jews, regardless of religious or political affiliation, together in common cause. We can only ever be as strong as our community enables us to be. This is the other meaning of Together We Protect, it is the mutual dependency between CST and our Jewish community.

Job description



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| Job title | Incidents Caseworker - London | Salary | £28K |
| Reports to | Incidents Manager | Department | Incidents |
| Contract | Full time | Location | NW London |

Job purpose

As an Incidents Caseworker, your primary responsibility is to provide compassionate, practical, and timely support to victims and reporters of antisemitic incidents. This is a frontline role that requires empathy, resilience, and the ability to respond effectively in often sensitive and fast-moving situations.

You will be a key point of contact for individuals who have experienced distressing events, offering reassurance, guidance, and advocacy. You'll also work closely with internal teams and external partners to ensure victims receive the support they need and that incidents are followed up appropriately.

Areas of responsibility



Your key responsibilities for this role are as follows:

- Offer empathetic and practical support to victims of antisemitic incidents, including those who may be traumatised or distressed.
- Provide clear advice on next steps and available options, tailored to each individual's needs.
- Maintain regular follow-up with victims to ensure ongoing support and resolution.
- Liaise with external bodies such as police, local authorities, and communal organisations to advocate for victims and ensure appropriate outcomes.
- Attend court hearings in a supportive capacity when required.
- Respond to live incidents in coordination with colleagues and escalate to management when necessary.
- Record and manage incident reports received via phone, email, online platforms, or through colleagues and volunteers.
- Ensure accurate and timely updates to the internal incident database, including uploading relevant evidence (e.g. CCTV, photographs).
- Visit incident locations to gather photographic evidence or coordinate with others to do so.
- Collaborate with student security coordinators and the National Security Control Room on campus-related or live incidents.
- Keep relevant staff informed of incident developments and outcomes.
- Present the work of the Incidents Department to internal teams and stakeholders.
- Work with regional teams and volunteers to provide additional support to victims where needed.

Personal profile

You will need to have relevant and recent experience of:

- Naturally empathetic and a strong listener, with the ability to build trust quickly.
- Excellent communication and interpersonal skills.
- Calm, supportive, and professional in high-pressure or emotionally charged situations.
- Strong organisational skills and attention to detail.
- Able to manage multiple tasks and prioritise effectively.
- Resilient, open-minded, and committed to seeing issues through to resolution
- Comfortable working independently and collaboratively within a team.
- A strong understanding of current affairs and issues affecting the Jewish community.
- Professional, courteous, and committed to CST's mission.

How to apply



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| Closing date | Friday 27 th June* |
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Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, with 'Incidents Caseworker' as the subject header.

The interview process is as follows:

First round interviews: Will be conducted by CST's HR Director and Incidents Manager in the London Head Office.

Second round interviews: Will be conducted by CST's Director of Policy and Incidents Manager at the London Head Office.

**The hiring process may close earlier if a suitable candidate is found.*