



Senior Incidents Caseworker

Candidate Pack
November 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 in both physical (primarily terrorism) and political forms. This is what every member of CST's team does, whether staff, volunteers or trustees. We do it to facilitate British Jewish life, so it can be led as people wish.

Everything that CST does should contribute 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 a 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 (or communities).

Job description



Job title	Senior Incidents Caseworker	Salary	£40K
Contract	Two year FTC	Location	NW London

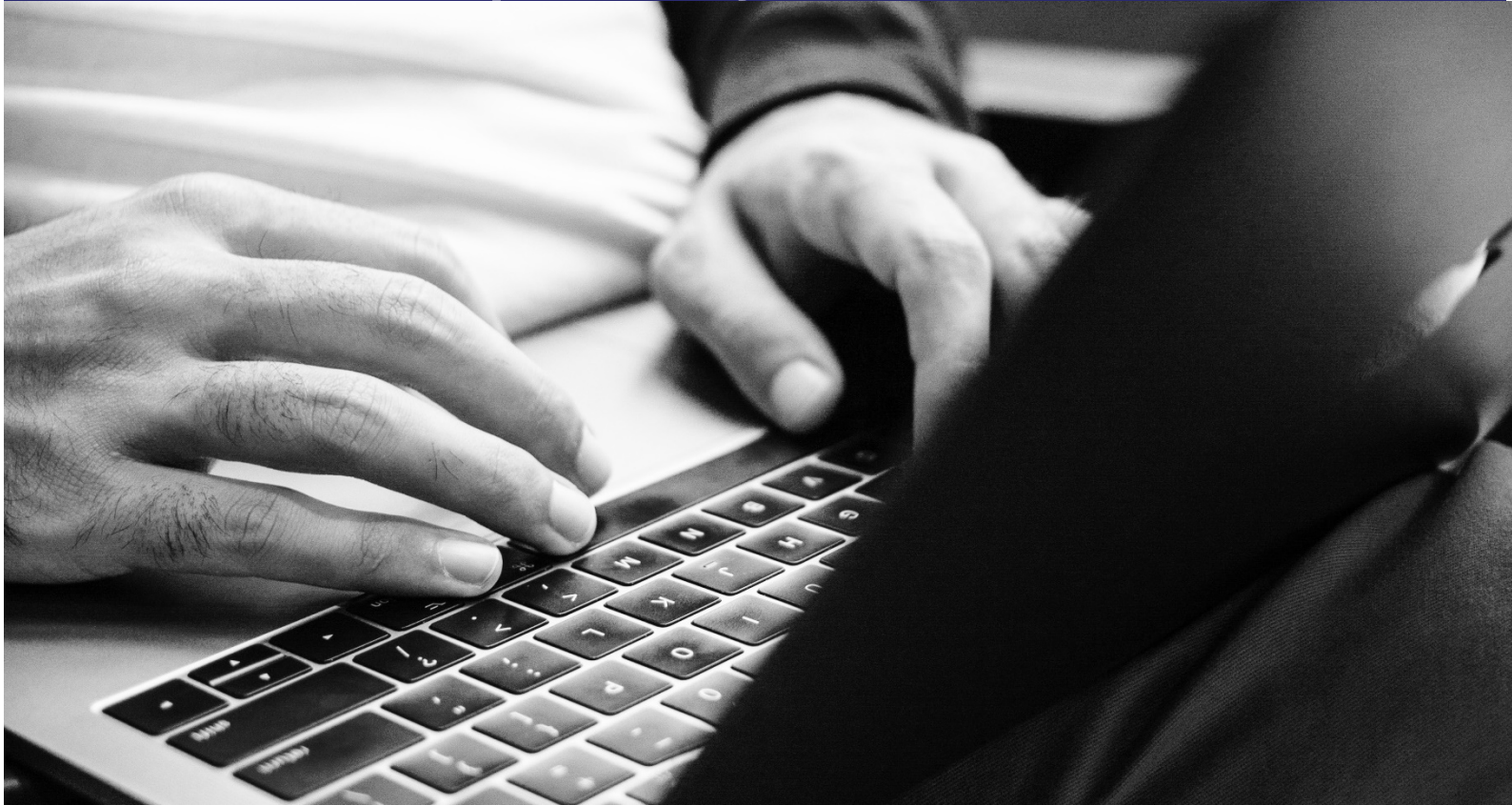
Job purpose

As a Senior Incidents Caseworker your role will be to ensure that victims of antisemitism receive the correct specialist support and advocacy from CST or from partners across the Jewish community. This will include expert casework, support through the Criminal Justice System, or sector-specific advocacy in the public and private sectors, signposting people to specialist support where appropriate.

You will be a key point of contact for victims, sector partners and legal authorities ensuring that CST delivers best-in-class support, drives systemic change and strengthens its national leadership in combating antisemitism.

This is an experienced, proactive role requiring exceptional judgement, relationship-building, and the ability to influence outcomes at both individual and institutional levels.

Areas of responsibility



Your key responsibilities for this role are as follows:

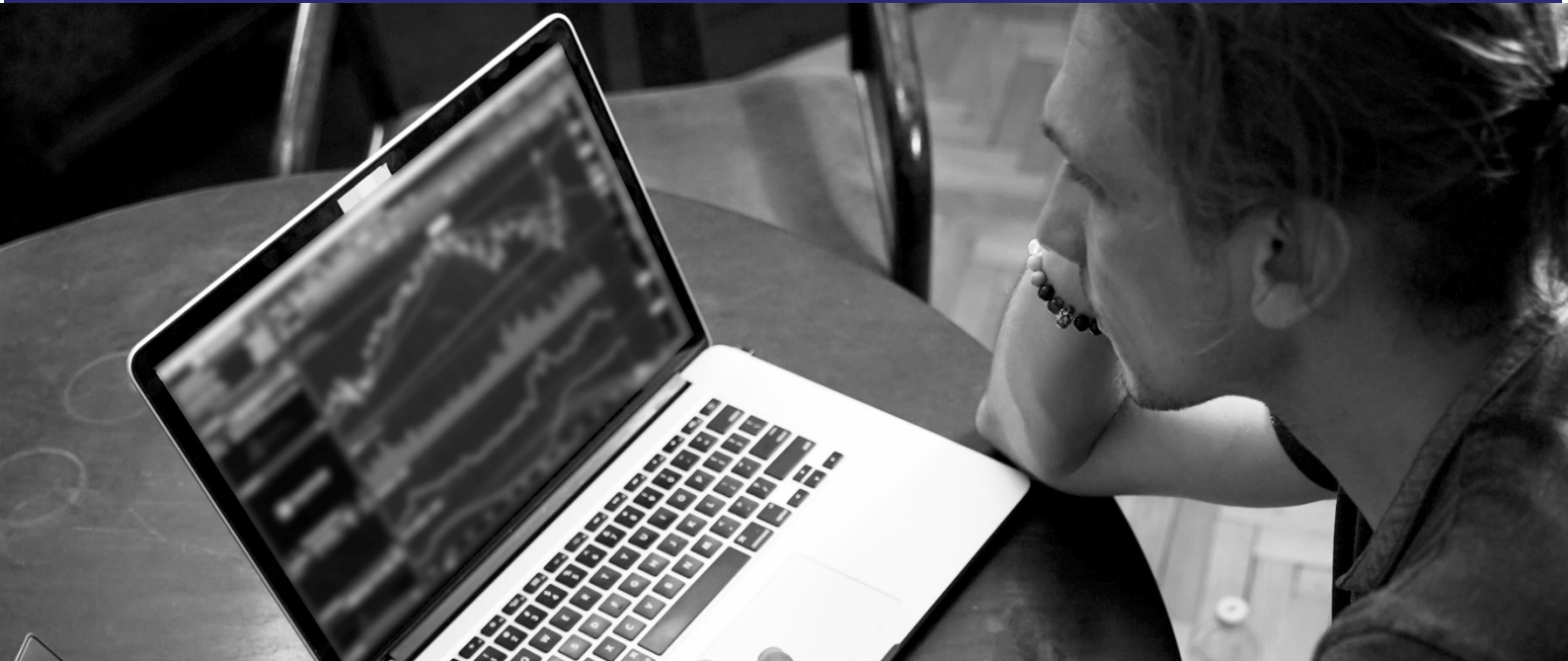
Incident Triage & Data Integrity

- Oversee the retrieval, logging, and triage of reports from partner organisations and direct reports to CST.
- Ensure CST's centralised incident database remains the authoritative source for incident tracking and analysis across all sectors.
- Identify legal and advocacy pathways for victims, ensuring cases are escalated and resolved appropriately.

Sectoral Leadership and Relationship Building

- Engage with police, CPS and other statutory agencies to enhance victim experience and ensure robust satisfactory outcomes.
- Develop partnerships with sector-specific Jewish and community-led legal initiatives, supporting the creation and coordination of legal support networks for victims.
- Act as CST's lead liaison with professional bodies, industry networks, and advocacy groups within key sectors.

Areas of responsibility



Victim Support & Casework

- Provide expert, trauma-informed support to victims of antisemitism, including complex or high-profile cases.
- Guide victims through the criminal justice process, including police liaison, statement support and court accompaniment.
- Ensure victims are connected to appropriate legal, mental health and community resources.
- Maintain regular follow-up and long-term case management for ongoing or escalated cases.

Policy, Research & Advocacy

- Monitor sectoral trends, policy changes, and institutional behaviours affecting Jewish communities.
- Contribute to national advocacy, policy recommendations, and research outputs, using casework insights to inform CST's strategic direction.
- Present CST's work to internal and external stakeholders, representing the organisation at high-level meetings and events.

Community Engagement

- Lead outreach to sector-specific Jewish organisations, grassroots groups, and communal partners.
- Organise and participate in forums, workshops, and training sessions to build sectoral capacity and awareness.

Personal Profile

You must be a team player, and have:

- Significant experience in casework, advocacy, or victim support ideally in a legal, policing or community context.
- Proven ability to build and manage relationships with external partners in the Jewish community and with police, legal professionals and statutory agencies.
- Strong understanding of antisemitism, current affairs and issues affecting the Jewish community.
- Excellent communication, organisational and analytical skills.
- Empathetic, resilient, and able to manage sensitive or high-pressure situations with professionalism.



Closing date	30 th November 2025*
--------------	---------------------------------

Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, with 'Sector Based Incidents Caseworker' as the subject header.

There is a two-stage interview process in **November**:

First round interviews will take place with CST's HR Director and Head of Incidents.

Second round interviews will take place with CST's Director of Policy and Defence and Head of Incidents.

**Please note the hiring process will close earlier if a suitable candidate is found.*