

Careers



Social Media Case Worker

Full time, based in London

As Social Media Case Worker, you will be part of CST's Antisemitic Incidents Department that provides frontline support for victims and witnesses of antisemitism who report incidents to CST. Your primary focus will be antisemitic incidents that occur on social media. You will have responsibility for receiving reports of incidents, gathering evidence, recording social media incident data and reporting to social media companies and the Police. In the role you will also support the wider work of CST's antisemitic incidents department by helping to take reports of offline antisemitic incidents, answering phone calls from victims and reporters of antisemitic incidents.

Duties include:

- Daily monitoring and recording of reports of antisemitic incidents on social media that are reported to CST
- Gathering of online evidence to support antisemitic incident reports
- Reporting antisemitic content to social media platforms and, where appropriate, to Police
- Providing support and guidance to victims and witnesses of social media antisemitism who contact CST
- Work with CST's Digital Media Specialist to escalate cases of social media incidents to the social media platform policy teams
- Collating data relating to social media antisemitism to support CST's analysis of online hate
- Attend, when needed, court hearing with victims of social media antisemitism.
- Providing practical advice to ensure victims and witnesses feel safe and signposting them to other agencies for support where necessary
- Providing appropriate and empathetic support and guidance when dealing with victims and witnesses

The ideal candidate should have:

- Excellent knowledge of social media platforms and their reporting systems
- The ability to learn and understand new technology and deal with large amounts of data
- An understanding of online hate with particular knowledge of antisemitic language and tropes
- Ability to work flexibly as part of a team and support the work of colleagues
- Ability to work to deadlines and respond quickly to reports and requests for assistance
- Ability to respect and keep the confidentiality of victim reports and of CST's work
- Excellent communication skills and empathetic manner when taking reports from victims and witnesses
- Superb organiser with a professional and mature manner

Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, writing Social Media Case Worker in the subject heading.

Closing date for applications: 31 May 2019 but may close earlier if a suitable candidate is found.