
Ofcom – Online Safety Policy Intern

TIN-OFC-001

About the Organisation

Whether connecting with loved ones, accessing trusted information, working and educating remotely, or viewing entertaining content, almost every part of our lives is at least now partly online. At the same time there are real risks posed online by harmful or illegal activity - from hate speech to terrorist content, and from bullying and harassment to child sexual exploitation and abuse. In light of the scale of these challenges, the Government has appointed Ofcom as the regulator for online safety in the UK.

Ofcom's role will be to hold online services to account for the steps they take to protect their users from harmful content, in order to ensure a safer life online for UK internet users.

Role Description and Responsibilities

This role sits within our Online Safety Policy team and will provide an opportunity for the candidate to help shape new policy and regulatory approaches in the online space.

The role could involve one or more of the following:

- **Policy Development:** developing and delivering standards for tackling illegal and/or harmful content online, harnessing innovative regulatory approaches to assessing, measuring and enforcing compliance.
- **Online Harms:** providing subject matter expertise and thought leadership on risks of harm including (but not limited to) child sexual exploitation and abuse, online hate and terrorist content, fraud and scams, and disinformation.
- **Search engine policy:** expertise of the operation and safety approaches by search services, including vertical search engines.
- **User Safety Risks:** considering user risk assessment and management systems relevant to different types of users, business models, business governance, and functionalities.
- **Trust and Safety:** developing Ofcom's understanding of services' trust and safety functions.

Expected Outcomes

The role holder will be responsible for:

- Leading and developing a discreet area of policy, including its delivery, project management, policy approach and considering risks and long-term implications.
- Applying social science research skills including identifying and processing detailed research findings, translating theoretical or academic concepts into practicable policy options, and providing thought-leadership on emerging issues relevant to online safety regulation.

Turing Internship Network – Fall 2022

- Identifying and maintaining strategic relationships with teams across Ofcom, technology industry and third sector stakeholders.
- Identifying and driving research and analysis on particular topics, as mentioned in the previous section, and bringing these to life for team members; producing clear and focused documents and leading more junior members to produce high quality briefings and research reports, for internal use or external publication.
- Devising and driving work areas, identifying joint collaboration with other teams including through meetings, project planning and management to feed into wider programme and operational management workstreams.
- Sharing your online expertise across Ofcom's online work programme.
- Keeping abreast of the public policy landscape on online regulation, trends and technological developments.

Supervision and Mentorship

The role holder will have a Supervisory Manager assigned who will oversee the day-to-day work. Ofcom also offers a voluntary coaching and mentoring programme.

Person Specification

The ideal candidate will have:

- An understanding of online content standards and internet policy in the UK and beyond, including the business models and technologies that are transforming industries.
 - Interest in the public policy debate on internet safety regulation and a keen eye for the strategic implications of policy developments
 - The ability to develop a high-level understanding of a broad range of online safety policy issues.
 - Demonstrable experience of solving problems by analysing and evaluating evidence. Ability to work with ambiguity.
 - Strong interpersonal and oral communication skills and proven ability to communicate confidently to a variety of audiences.
 - Excellent written communication skills. A concise drafting style in order to produce high-quality documents.
 - Ability to manage internal and external relationships, particularly with key industry stakeholders, including the ability to critically evaluate the strategic value of engagement opportunities to the organisation.
 - Evidence of Ofcom's values: Excellence, Agility, Empowerment, Collaboration, and Respect

Internship Logistics

Start date: January 2023

Duration: Up to 6 months, full-time or part-time (international students on a student visa are welcome to apply).

Location: Remote working possible, but there is potential to work from one of our UK-wide offices.

Remuneration: £30,000 p/a pro rata

Please contact Becky Hanscomb [becky.hanscomb@ofcom.org.uk] for any internship enquiries.