

Chief of Staff

Candidate Information Pack

Contract: Permanent
Salary: £70,995
Location: London/Hybrid

Closing date: 23:55 on Sunday
15th November



**LLOYDS BANK
FOUNDATION**
ENGLAND & WALES



Gloucestershire Nightstop

Welcome!

Dear Applicant,

We are a charitable foundation with a clear and ambitious purpose: to ensure that everyone in England and Wales is In a Good Place. Our new strategy, launched earlier this year, is rooted in the strength, creativity and determination of communities, and in our commitment to supporting the organisations that help people be personally in a good place, in a home that's a good place to live and in a community that's a good place to belong.

<https://www.lloydsbankfoundation.org.uk/about-us/our-strategy/>

This is a massive opportunity to make a difference to people and communities across England and Wales. If you share that ambition we'd love to hear from you.

Matt Hyde OBE
Chief Executive Officer



**LLOYDS BANK
FOUNDATION**
ENGLAND & WALES

About Us

Lloyds Bank Foundation for England and Wales is an independent charitable foundation, backed by Lloyds Banking Group and the people within it. We want everyone to be in a good place - personally, in a home that's a good place to live, and in a community that's a good place to belong.

We back people and communities across England and Wales, to make that happen, because when you back brilliant people, brilliant things happen. Our communities are full of ambitious, energetic and determined people stepping up to make their neighbours' lives better and their communities grow stronger. Day in, day out.

We play our role by connecting and catalysing community-led change, providing the money, time, tools and connections that build organisations' capacity and capability, to make people's lives better and their communities stronger.

You can find out more about us on [our website](#).



Voices in Exile



**LLOYDS BANK
FOUNDATION**
ENGLAND & WALES

Our Values

Our values are more than words on piece of paper or stuck to the wall. Our values are how we live as we achieve our mission. They're how we work with our colleagues, our partners, and communities. Our values are at the heart of our organisation.

Bold

We're ambitious problem solvers.

Inclusive

We listen and learn from others.

Relational

We build relationships to achieve changes in society

Can do

We're driven and make change happen.



**LLOYDS BANK
FOUNDATION**
ENGLAND & WALES

Our Impact

We've had 40 years of impact that lasts.

We've helped household name charities like Childline and Changing Faces get off the ground. As a frontrunner in organisational development and capacity building, our expert investments in charities have helped them turbocharge their growth, create new jobs, and become more resilient. And in our priority communities, we've improve how things work for people and places, so everyone can flourish.

Nearly
£1 billion
invested in communities

45,000
grants to community
organisations

1,000s
of colleagues supported
to give time and money

Nearly
1,700
jobs created over 10 years

“

When I was referred to Youth Shedz, my mental health was awful and I wasn't leaving the house. I was really struggling with life. **I just wasn't in a good place.**

Having that space at Youth Shedz where I could just be myself and learn who I was, and what was really important to me, was so helpful. And then I started volunteering, and then I got offered a job and now I've been working here for three years.

Sonia, Assistant Youth Shedz Coordinator



Our Team

Lloyds Bank Foundation is an organisation with a bold vision, that's ready to scale.

Hand in hand with Lloyds Banking Group, and with partners new and old, we're setting out some ambitious goals, and each one of our four directorates plays a distinct role in making those goals a reality, so everyone in England and Wales can be in a good place.

Our Community-led Change Directorate is the delivery engine where strategy becomes action, with local teams embedded across England and Wales building genuine relationships with the people and places we support. Our Strategy, Impact and Innovation Directorate drives our national strategy, and connects what we learn on the ground to the systems change we pursue at a national level. Underpinning all of this are our Philanthropy & Investment Directorate and Operations teams, whose work ensures the organisation is sustainable, well-run and that our values are reflected in how we operate internally as much as externally.

We are governed by an impressive Board of Trustees who bring a wide range of skills and experience. We're a team of people who believe in what they do, support one another, and hold themselves to high standards.

You can meet our team and learn more about them [here](#).

Working with Us

Joining Lloyds Bank Foundation means becoming part of a team where your work directly contributes to making England and Wales a good place, whatever your role. The Foundation can offer you a rewarding career that supports your professional development alongside supporting community-led organisations, and creating a positive impact in society.

Everyone should be in a good place, and that's also true when it comes to working with us. We believe that we are at our best when we can be ourselves – that's why we are committed to creating an inclusive and accessible working environment for everyone.

90%

of our team are supportive of the direction the Foundation is heading.

We're a Disability Confident employer, a Living Wage Employer, and we work hard to make sure every member of our team feels valued, supported and able to thrive. We offer a comprehensive benefits package, and a culture built on our values. We welcome people of all backgrounds, particularly those from communities that are underrepresented in our sector. Whoever you are and wherever you're coming from, we want you to **be in a good place** when working with us.

“

Since joining the Foundation as a 2027 Associate, the opportunity that was presented to me to get a real insight into the UK voluntary sector in general and grant making in particular was remarkable.

I am so proud to be a member of the team, and play my part in the drive to better support and develop the capacity of small charities to address the issue of social injustice. **I hope to further progress my career in the sector, and I feel I am at the right place.**

Nebiat Tefera Abebe, Funding and Compliance Officer



Staff Benefits

We want everyone who works at Lloyds Bank Foundation to be in a good place, and that means making sure you have everything you need to thrive at work. Here's some of what we offer:

Generous annual leave of 33 to 38 days (inc. statutory)

Winter closure (additional 2-3 days)

Pension scheme with up to 13% employer contribution

Private medical insurance covering dental, eyecare and mental health

Two paid volunteering days per year

Employee family leave entitlement

Employee Assistance Programme

Car Benefit Scheme (Electric Vehicle Leasing)

You can find more information about working with us and our comprehensive benefits package [here](#)

The Operations Directorate

The Operations Directorate is a key partner to the rest of the organisation in delivering "Everyone in a Good Place". Without strong systems, sustainable finances and a well-supported team, none of our work with charities would be possible.

The Directorate brings together four closely connected teams. Our People and Culture team supports colleagues to do their best work — recruiting well, developing our people, and ensuring our values are at the centre of how we work. Our Finance team ensures the Foundation is financially sustainable, with robust financial controls in place, managing resources carefully and making sure they are used effectively to back people and communities stepping up to make their neighbours' lives better.

Our Technology and Compliance team keeps our systems running, and our data safe, and supports our grant management, delivering the platforms and processes that connect us to the charities and communities we support. Our Portfolio Management and Governance team underpins strong charitable governance, providing oversight and assurance, tracking progress against plans, managing risk, and ensuring the Foundation meets its legal, regulatory and charitable obligations.

We work closely with the Community-led Change, Strategy, Impact and Innovation and Philanthropy & Investment Directorates to ensure delivery, influence and resource mobilisation reinforce each other. Together, we make sure the Foundation is well-run, well-resourced and in a good place to support the communities, charities and people who need us most.

WODIN (Women and Digital Inclusion)

About the role

Role: Chief of Staff to the Chief Executive

Starting Salary: £70,995

Contract: Full-time (we are open to conversations about different ways of working - so please ask)

Location: London-based role with expectation of hybrid working from our London office at least two days per week

Line Manager: Chief Operating Officer

Role purpose

The Chief of Staff is a new role, created as the Foundation moves from launching its 2026–2035 strategy, ‘Everyone in a Good Place’, to delivering it. It combines a senior adviser role: principal aide and thought partner to the Chief Executive, ensuring priorities advance, decisions move and commitments are followed through, with an organisational one: holding cross-cutting work that has no natural home until it can be handed cleanly into functional ownership, and spotting and resolving problems before they escalate.

The role extends the Chief Executive’s capacity internally and externally. Internally, it provides clarity, capacity and a line of sight across directorates, and supports the Chief Executive’s work with the Chair and Board. Externally, it acts as an extension of the Chief Executive’s office, converting relationships across Lloyds Banking Group, government and the wider sector into concrete progress against the strategy.

Key Responsibilities

Strategy

- Act as trusted thought partner to the Chief Executive on strategy and major decisions, testing arguments, surfacing risks and blind spots, and offering candid challenge in service of better decisions.
- Shape and draft the Chief Executive's internal and external communications, ensure they are well prepared for high-stakes engagements, and represent them where their voice is required but their time is constrained.
- Assess opportunities, requests and partnerships coming into the Chief Executive's office against organisational priorities, capacity and potential value, and connect them to the right team or leader for progression.

Governance and External Relationships

- Support the Chief Executive's preparation for the Chair, Board and Committees and draft Board papers where the strategic argument sits close to the Chief Executive, working through the governance function rather than becoming an alternative route into it.
- Steward the Chief Executive's most important external relationships, including Lloyds Banking Group, the sister foundations, government and sector networks, so that opportunities are captured, revisited and mobilised rather than left to lapse.
- Work closely with the Head of Partnerships to identify, assess and progress strategic partnership opportunities, ensuring external relationships are coordinated, prioritised and aligned to organisational goals.

Organisational Coordination

- With the Executive Assistant and Governance team, manage the rhythm of the Chief Executive's office and that of the wider organisation – priorities, time, preparation and the decision pipeline – so the right issues get attention and decisions do not stall.
- Ensure the Chief Executive is prepared for meetings, engagements and speaking opportunities, working with colleagues across the Foundation to shape and quality assure briefing and background; and, where appropriate, draft on the Chief Executive's behalf where audience, tone and argument require sharp framing and the seniority and judgement of the CEO's office.
- Keep directorates aligned on shared priorities and ensure Senior Leadership Team and Board decisions translate into action, convening where accountability is unclear or drifting. The role coordinates, supports and follows through; it does not duplicate the Chief Operating Officer's accountability for delivery, the governance function's responsibility for assurance, or the Head of Portfolio's ownership of programme management and prioritisation processes.
- Hold time-bound Chief Executive priorities that cross directorates or lack a functional owner, taking them to the point where they can be handed over cleanly.

Responsibilities (continued...)

Ways of Working and Contribution

- Act as an ambassador for the Foundation, representing our work and values with credibility and professionalism internally and externally.
- Live and champion our values, being bold, inclusive, relational and can-do in how you approach your work and relationships.
- Collaborate across teams and directorates, contributing to a joined-up and supportive organisational culture.
- Contribute to organisational priorities and activities, including all-Foundation events, cross-team projects and key initiatives.
- Engage in learning and development, taking responsibility for your own growth and contributing to a culture of continuous improvement.
- Work flexibly to meet the needs of the role, including occasional travel and out-of-hours activity where required.
- To undertake other duties as may reasonably be required.

Key Relationships

Internal

Chief Executive; Chief Operating Officer; Chair and Trustees; Director of Philanthropy & Investment; Director of Strategy, Impact and Innovation; Director of Community-Led Change; Head of Partnerships; Head of Portfolio; Head of Governance; Head of People and Culture; Head of Finance; Head of Technology & Compliance; Head of Strategic Communications.

External

Lloyds Banking Group (Group Corporate Affairs, CEO Office and relevant strategy sponsors); The Lloyds Bank Foundation for the Channel Islands, Bank of Scotland Foundation, Halifax Foundation for Northern Ireland; government; sector chief executives and coalitions; philanthropic and corporate partners; external advisors and suppliers.

This is not an exhaustive list and other duties may be reasonably required.

About you

Experience

- Senior operational, strategic or Chief of Staff experience in a complex, multi-stakeholder organisation, with evidence of operating at pace and through ambiguity.
- Track record of extending a Chief Executive or equivalent principal's capacity: drafting on their behalf, representing them externally, and holding cross-organisational workstreams to delivery or handover.
- Experience of Board-facing work, and of operating credibly across boardrooms, senior corporate stakeholders, government or civil society networks and community-facing organisations.
- Credible understanding of the charitable, philanthropic or wider social impact sector, or the capability and appetite to acquire it quickly.

Skills

- Strategic judgement of a high order, able to read a complex situation quickly, identify what matters and shape a route through it.
- Excellent drafting and framing, able to write for Board, Lloyds Banking Group, government and staff audiences with brevity, clarity and honesty.
- Able to convene across functions without formal authority, and disciplined about migrating work into existing functions when it is ready.
- Able to hold a boundary graciously, declining or deferring requests in a way that protects the Chief Executive's time and the goodwill of the person asking.
- Confident with Microsoft 365, data and evidence, and open to emerging tools including AI where they improve quality or pace, while operating securely with sensitive information.

Style

- Values-driven and relational, attuned to power, equity and inclusion, with a deep commitment to the Foundation's mission and the communities it serves.
- Discreet, politically astute and low-drama: trusted with sensitive information, and able to offer clear, respectful challenge to the Chief Executive and Senior Leadership Team while maintaining trust and momentum.
- Ego-light and comfortable with delegated rather than structural authority, able to convene without a team behind them, and to move on once others hold the delivery.

Recruitment process

We're committed to a recruitment process that is fair, inclusive and structured, giving you a clear sense of what to expect at every stage. The process usually follows the steps outlined below, and if you make a successful application, we'll send you a more detailed breakdown ahead of time. This will usually include themes for interview questions in advance.

Step 1: Application

Please review the job description to familiarise yourself with the role and its requirements. Details on how to apply are on the following page.

Step 2: Interview

Final interviews are usually held in person and give us the chance to explore your application in more detail including your experience, what drives you and how you connect with our mission. To help you prepare, we share the themes and topics of interview questions with you in advance.

It may also include a task, presentation or scenario-based questions to explore your suitability in more depth. You'll have the opportunity to meet key members of the team and get a real feel for our culture and ways of working.

Using AI in the Application Process

We recognise that some candidates use AI tools such as ChatGPT to help write their applications. We understand. Applications take time, and it can be hard to know where to start. However, there are some common pitfalls that can affect the strength of your application. We've put together some tips to help you navigate this to submit an outstanding application. [Read them here](#). For full transparency, we may also use AI to help rank applications. We always do quality checks to test AI outputs and all of our final decisions are made by human beings.

A note on Imposter Syndrome

Imposter Syndrome is the feeling that you don't truly deserve your success, or that you're not as capable as others perceive you to be. It can be particularly present when applying for a new role. It's long been recognised as disproportionately affecting people from marginalised groups. If this resonates with you, please know that we actively want to hear from people of all backgrounds.

Your Application



Closing Date: **Sunday 15th November 2026**

Interviews: **Monday 7th December**

How to Apply

Lloyds Bank Foundation have partnered with Archer Mac recruitment consultancy to manage this integral campaign. You will need to use the link below to submit your application. To apply, you are required to provide the following information:

- **CV:** setting out your career history, highlighting specific responsibilities and achievements that are relevant for this role, relevant achievements in recent posts, and reasons for any gaps within the last two years;
- **Questions:** Rather than a cover letter, provide a single word document answering the following questions:

1. Advice and challenge

Tell us about a time you gave a Chief Executive or other senior leader advice or challenge they did not want to hear. How did you decide when and how to raise it, what happened, and what was the end result how did you keep their trust?

2. Moving work without authority Influencing and delivering across organisational boundaries

This role takes on work that crosses teams or has no clear owner, without line authority over the people involved. Describe a piece of work like this that you progressed. How did you get others to act without taking over their responsibilities, and how did you hand it over when the time was right? What did you learn?

3. Protecting Prioritising the Chief Executive's time

The Chief Executive is offered far more requests, invitations and partnerships than they can take up, often from valuable partners with whom we want to maintain a positive relationship. How would you decide which to take forward, which to pass to someone else, and which to decline? Give an example of a time you declined or redirected a request on a senior person's behalf, and how do you handle the person making the request? Please provide an example

- **Diversity Monitoring:** as part of the online application process, you will be asked a number of diversity-related questions. If you do not wish to provide a declaration on any of the characteristics, you will have the option to select 'prefer not to say'.

Please click here to apply.

Archer Mac will contact candidates to inform them of the outcome of the sift. Full details of the assessment and selection process will be shared with those who are shortlisted. Please note that feedback is only provided to candidates who attend an interview.

Contact Us:

Stephanie Robinson - stephanie.robinson@archermac.co.uk - 07513 221028



lloydsbankfoundation.org.uk

 /lloydsbankfoundation

Second Floor, Society Building,
8 All Saints Street, London N1 9RL

recruitment@lloydsbankfoundation.org.uk

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Registered Charity Number 327114.

