

# Community Impact Manager



**LLOYDS BANK  
FOUNDATION**  
ENGLAND & WALES



# Welcome!

Thank you for your interest in joining us as our **Community Impact Manager**.

This is a genuinely exciting opportunity to be part of an independent charitable foundation with 40 years of impact. You'll be joining a driven and values-led team that is committed to connecting and catalysing community-led change. We're bold, relational, inclusive and can-do in everything we do. We're not afraid to innovate, take risks, and push for change that breaks down barriers and helps communities thrive.

As Community Impact Manager, you'll play a key role in creating meaningful change in communities across London. Working closely with charities and community organisations, you'll build trusted relationships, strengthen organisations, broker partnerships and help ensure community voices shape our work. We're looking for a highly relational individual who can work independently in complex environments.

If you share our vision — that everyone in England and Wales should **be in a good place** — and you're ready to play your part, we'd love to hear from you.



One Roof Leicester



**LLOYDS BANK  
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# 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



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# 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.



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# 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 10years

“

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 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

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

# The Community-led Change Directorate

The Community-led Change Directorate is the delivery engine where strategy becomes action, turning our bold vision of In A Good Place into reality for people and communities across England and Wales.

Sitting at the heart of how the Foundation turns its strategy into meaningful, lasting change, the Directorate brings together deep community insight with strong programme design and ensures our work is both grounded in lived experience and delivered with clarity, purpose and impact.

The Directorate combines two closely connected strands. Our Community Impact teams work directly with charities and communities across England and Wales, building trusted relationships, understanding what's happening on the ground, and identifying opportunities to strengthen local systems. They ensure our work is responsive, relational and rooted in place.

Alongside this, our Programme Design & Organisational Development teams shape how we deliver change. Moving beyond funding alone, they design programmes that bring together all of the Foundation's assets, from funding and learning to partnerships and volunteering, while also strengthening the organisations and communities at the heart of our work.

Together, these strands create a powerful model: insight from communities directly informs programme design, and well-designed programmes are delivered through strong, supported organisations. This joined-up approach enables us to respond to complexity, work collaboratively with partners, and maximise our impact.

WODIN (Women and Digital Inclusion)

# About the role

**Role:** Community Impact Manager

**Starting Salary:** £52,738

**Contract:** Full-time, permanent contract

**Location:** London based with a requirement to travel regularly each week to London based charities/partners and events. In addition, the role requires regular visits to the London office and occasional travel across England and Wales with overnight stays.

**Line Manager:** Head of Community-led Change (South)

**Direct Reports:** None

The successful applicant will be expected to live within Greater London but may be required to take on work across the South region, based on requirements of the team.

## Role purpose

The Community Impact Manager plays a hands-on role in creating meaningful change in communities and places. Rooted in local relationships, the role builds trust with communities, supports organisations to grow stronger, brokers practical partnerships, and brings lived experience into the Foundation's programmes.

You hold the local lens: deep community engagement, practical support, real-world problem-solving and connecting people, sectors and opportunities. You ensure that the Foundation's investment leads to tangible outcomes: stronger organisations, more funding, increased collaboration, volunteering, and resilient communities.

## Key Responsibilities

### Programme Delivery and Portfolio Support

- Support organisations to apply for funding, including identifying potential applicants and offering pre-application guidance.
- Manage a portfolio of funded organisations, providing tailored support, constructive challenge and relationship-based monitoring.
- Manage relationships and contracts with Development Partners to ensure high quality provision and service standards are met.
- Ensure funding processes run smoothly, working closely with the Assessment, Compliance and Data teams to maintain accuracy, timeliness and equitable practice.
- Support delivery of place-based work in priority neighbourhoods.
- Work independently across a complex patch, making clear day-to-day judgements about where to focus attention.
- Ensure your work leads to visible results such as stronger organisations, increased volunteering, more funding and improved community capacity.

### Relationships, Collaboration and Representation

- Build and maintain the range of relationships needed to support community-led change, from close working partnerships to lighter, practical connections
- Act as a visible, accessible and reliable point of contact across your patch.
- Convene local partners across voluntary, public, private and community sectors to tackle shared challenges and spot opportunities for positive change.

- Engage local councillors, MPs, public-sector leaders and other influencers around community priorities.
- Represent the Foundation in local networks, partnerships and sector spaces, maintaining strong collaboration with Lloyds Banking Group colleagues and regional teams.

### Partnership and Resource Mobilisation

- Connect organisations and places to skills, volunteering and organisational development support.
- Build practical cross-sector partnerships that unlock shared outcomes.
- Secure additional funding streams or resources for community-led priorities.

### Insight, Learning and Influence

- Gather high-quality place-based insight, evidence and stories.
- Feed this insight into programme or project boards and into regional decision-making.
- Work closely with Strategy, Impact and Innovation to share learning that improves programmes and contributes to influencing work.
- Help ensure local voices and lived experience shape the Foundation's communications and wider influencing.

# Responsibilities (continued...)

## Internal Collaboration and External Representation

- Represent the Foundation in local networks, partnerships and sector spaces.
- Work closely with regional colleagues, Programme Design, Volunteering, Organisational Development, Impact & Insights and Communications.
- Maintain a strong and collaborative relationship with Lloyds Banking Group colleagues.

## 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 out-of-hours activity and overnight stays where required.

## Key Relationships

- **Internal:** Head of Community-led Change; Programme Design; Volunteering & Engagement; Systems & Assurance; Strategic Communications; Impact & Insights; Leadership Team.
- **External:** Local implementation leads; organisational development partners; public, private and voluntary sector partners; community leaders; academic institutions; elected representatives; Lloyds Banking Group; funders

## What Success Looks Like

- Communities feel listened to, respected and meaningfully involved.
- Organisations show demonstrable improvements in capacity, financial stability and governance.
- Partnerships lead to increased funding, stronger networks and visible outcomes.
- Insight from places shapes programme decisions and external influencing.
- Regions see more volunteering, better connections and stronger organisations.
- The Foundation is recognised locally as a trusted, relational and impactful partner.

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

# About you

## Experience & Qualifications

- Extensive experience of working alongside communities in ways that share power and lead to positive social change, gained through roles in the voluntary sector, local authorities, social enterprises or other community-focused settings.
- Experience supporting community-led organisations and charities to build capability, confidence and organisational strength, including providing practical support, coaching or development guidance.

## Knowledge & Skills

- Strong partnership-building and brokering skills, able to connect, convene and collaborate across voluntary, public, private and community sectors.
- Strong facilitation, communication and influencing skills, including convening diverse stakeholders, managing conflicting views, and supporting co-production.
- Confident and credible external representation skills, with experience engaging constructively with elected representatives, policymakers and regional partners.
- Highly organised, proactive self-starter, able to work independently, prioritise effectively and respond constructively in complex, ambiguous environments.

## Values & Attitudes

- A collaborative and relational style - able to build productive relationships with colleagues / stakeholders.
- Demonstrates a clear commitment to the Foundation's values: bold, inclusive, relational and can-do.
- Shows a strong commitment to diversity, equity, inclusion and belonging for all in their work and approach.
- Demonstrates commitment to continuous learning and professional development.

# 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

Start by completing an application form using our recruitment portal (Hireful). The form will ask two or three tailored questions, designed to help you demonstrate your experience, motivation and alignment with our values. You'll also be asked to upload your most recent CV.

## Step 2: Interview

We have a two-stage process. First round interviews are usually held online, with second-round interviews taking place in person. This gives us the opportunity to explore your experience, motivations and suitability for the role in more detail, as well as what drives you and how you connect with our mission. To help you prepare, we'll share the themes and topics 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. We use the Hireful platform's AI function, which you can read more about [AI shortlisting](#).

## 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

## Selection Timeline

**Optional Q&A Session:** Monday 7 September 2026 at 15:00-16:00

**Closing Date:** Monday 14 September 2026, at 09:00

**First Interviews:** Tuesday 22 September 2026 (online)

**Second Interviews:** Wednesday 30 September 2026 (in person)

## How to Apply

We offer an optional Q&A (on the date above) to all potential candidates. This is to talk about the organisation, explain the process and help you put in the best possible application. You can register your place using [this link](#) where you will receive a Microsoft Teams link to join the session.

To apply, please complete our [online application form](#). As part of the application you will be asked to complete short answers to the following three questions. You may find it helpful to prepare your answers in advance and paste them into the recruitment portal when you are ready to submit:

- Why are you interested in applying and how do you feel your values align with the values of Lloyds Bank Foundation (300 words max.)
- What are the key achievements in your experience that make you a strong candidate for this role? (300 words max.)
- How would you approach building relationships and trust with charities, community groups and local partners across London? (300 words)

If you have any queries about the application process, please email [LRecruitmentMailbox@lloydsbankfoundation.org.uk](mailto:LRecruitmentMailbox@lloydsbankfoundation.org.uk)



**[lloydsbankfoundation.org.uk](https://lloydsbankfoundation.org.uk)**

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