

# Strategic Lead for Systems Change (FTC)



**LLOYDS BANK  
FOUNDATION**  
ENGLAND & WALES

# Welcome!

Thank you for your interest in joining us as our **Strategic Lead for Systems Change**.

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 Strategic Lead for Systems Change, you will help the Foundation move from participating in systems change to leading it with clarity and intent. Over 24 months, you will shape how we think about complex systems across England and Wales, build capability within our regional teams, and strengthen our external partnerships with funders, public bodies and delivery organisations. We're looking for someone with deep, practical experience of systems change, who is grounded, credible and able to cut through complexity without resorting to jargon.

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



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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



# 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 Income 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.

92%

of our team describe themselves as either 'hopeful' or 'energised' by our new strategy.

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:** Strategic Lead for Systems Change

**Starting Salary:** £59,098 (if London-based); £55,587 (if not London-based). Subject to small increment on completion of probation.

**Contract:** Full-time, 2-year Fixed-Term Contract (we are open to conversations about flexibility - so please ask)

**Location:** Remote role - can be based anywhere in England or Wales with an expectation of regular travel across England and Wales including overnight trips to London

**Line Manager:** Director of Community-Led Change

**Direct Reports:** Administrative Support Officer(s)

## Role purpose

The Strategic Lead for Systems Change strengthens the Foundation's ability to work confidently within complex local systems. You will play a key role in shaping and evolving our approach to systems change, supporting how this develops and scales across England and Wales.

You will work closely with regional teams and partners to ensure our work in places is well-informed, coordinated and grounded in a strong understanding of local systems. This includes developing external partnerships, supporting decision-making and ensuring insights from this work inform programme design and our organisational development offer.

A central part of the role is building colleagues' confidence and capability. You will provide expert advice, coaching and practical support and design learning and development that strengthens systems practice across the organisation. Your focus is on enabling others to work effectively within complex systems, rather than delivering work directly. The role focuses on strengthening practice and delivering measurable improvement over the course of the role.

# Responsibilities

## Systems Change Approach and Development

- Drive the development and scaling of our systems change approach, ensuring it becomes more consistent, practical and widely applied across England and Wales.
- Work with Programme Design and Organisational Development colleagues to ensure systems thinking is embedded within programme design and organisational development approaches.
- Contribute to the development of a clear and practical systems change offer that can be understood and applied across the organisation.
- Strengthen our approach to working in place, ensuring it is grounded in a strong understanding of local systems, context and dynamics.

## Practice Leadership and Capability Building

- Provide expert advice and support to regional teams on systems change, collaboration and working within complex local systems.
- Drive a step change in the confidence and capability of regional teams to work effectively within complex systems, using coaching, reflective practice and practical tools.
- Identify learning needs across teams and design or commission learning and development that strengthens systems practice and promotes consistency.
- Support colleagues to apply systems approaches in a practical and accessible way, maintaining a focus on enabling rather than direct delivery.
- Help colleagues understand system dynamics, including incentives, power, risks and enabling conditions.

## External Partnerships and System Engagement

- Identify, develop and progress external partnerships across government, public services, businesses, funders and other system actors that create new opportunities for systems change.
- Assess system readiness and the potential value of new collaborations, supporting teams to make informed decisions about engagement.
- Build relationships with partners to strengthen collaboration and support shared approaches to systems change.
- Support partners and colleagues to understand system dynamics and navigate complexity effectively.

## Insight, Learning and Organisational Influence

- Work closely with Impact, Evidence and Insights and learning partners to strengthen how we capture and use insight from systems work.
- Ensure learning from work in place informs programme design, influencing priorities and organisational decision-making.
- Work with Programme Design and Organisational Development and programme leads to embed systems thinking into programme design and improvement.
- Support greater alignment across the organisation by connecting insight, learning and practice.

## Responsibilities (continued...)

### People Management and Team Leadership

- Role model a high-performing and inclusive culture, setting the tone for collaborative and respectful working across your team.
- Provide clear direction and expectations, ensuring team members understand priorities, objectives and what success looks like in their role.
- Hold regular and effective 1-2-1s, coaching team members around performance, wellbeing and development.
- Ensure effective planning and prioritisation of work across the team, making best use of team capacity and resources.

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

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

# About you

## Experience & Qualifications

- Significant experience in applying systems change approaches in practice, working across organisational and sector boundaries.
- Significant experience of working in places and/or or community-led contexts, supporting collaboration across multiple stakeholders.
- Building capability in others, including coaching, facilitation or designing learning and development.
- Developing and working in partnerships ideally across public, private and voluntary sectors.
- Working in complex, ambiguous environments and navigating competing priorities and perspectives.

## Knowledge & Skills

- Strong, practical understanding of systems change, including complex local systems and navigating power, relationships and incentives.
- Ability to translate systems thinking into clear, practical approaches that others can understand and apply.
- A good understanding of and ideally experience of applying appreciative enquiry, conflict resolution and restorative approaches.
- Strong facilitation and coaching skills, with the ability to build confidence and capability in others.
- Ability to design or commission effective learning and development that supports consistent practice across teams.
- Strong relationship-building and influencing skills, with the ability to work credibly with a wide range of stakeholders.
- Ability to assess opportunities and risks in complex systems and support informed decision-making.
- Ability to use insight, learning and evidence to shape approaches, improve practice and influence organisational thinking.
- Strong judgement and adaptability, able to respond effectively to changing contexts and priorities.
- Good understanding of funding streams or supporting VCSE organisations to strengthen governance and sustainability (desirable).

## Values & Attitudes

- Demonstrates a strong sense of ownership and accountability, taking responsibility for delivering high-quality work and following through on commitments.
- 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: First Interview

First interviews (where applicable) are usually held remotely via Microsoft Teams and give us the chance to explore your application in more detail — 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.

## Step 3: Final Interview

Final interviews are usually held in person and may 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 also use AI to help streamline our selection process including sifting 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

## Selection Timeline

**Closing Date:** Midday, Monday 8<sup>th</sup> June 2026

**Optional Q&A Session:** Wednesday 6<sup>th</sup> May 2026 at 09:00-10:00

**First Interview:** Wednesday 17<sup>th</sup> June 2026

**Second Interview:** Friday 26<sup>th</sup> June 2026

## 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. If you have any questions about the role but cannot attend the Q&A, please email our recruitment partner, Atkinson HR, to arrange an informal conversation with the lead consultant for the role. You can arrange this via [nida@atkinsonhrconsulting.co.uk](mailto:nida@atkinsonhrconsulting.co.uk).

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:

- 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.)
- What is your approach to systems change, and how would you apply this to support communities to achieve long-term change? (300 words max.)

If you think you have what it takes to fulfil this role but aren't sure you meet every point on the person specification, please still get in touch. We'd love to have a conversation and explore whether you could help us ensure that everyone in England and Wales is [in a good place](#).



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

 [/lloydsbankfoundation](https://www.linkedin.com/company/lloydsbankfoundation)

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