

Visits and Communications Officer



**LLOYDS BANK
FOUNDATION**
ENGLAND & WALES



Welcome!

Thank you for your interest in joining us as our **Visits and Communications Officer**.

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 our Visits and Communications Officer, you'll play a key role setting up and organising a varied programme of visits, to help deliver our mission. In doing so, you'll make it possible for more people in England and Wales to say "I'm in a good place, my home is a good place to live, and my community is a good place to belong."

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
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



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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 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.

The role sits within our Strategy, Impact and Innovation Directorate which drives our national strategy, and connects what we learn on the ground to the systems change we pursue at a national level. 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. 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 us [here](#).

Working with Us

Joining Lloyds Bank Foundation means becoming part of a team where your work directly contributes to ensuring everyone in England and Wales is in 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 Strategy, Impact and Innovation Directorate

The Strategy, Impact and Innovation Directorate connects local learning to national impact, bringing national influence back to where it matters most. We are the channel that draws up from local roots to feed national action and harnesses the national as fuel for the local. We do this through partnerships, evidence, public affairs and communications, all aimed at driving the systems change needed for everyone in England and Wales to be in a good place.

The Directorate brings together four closely connected teams. Our Innovation & Partnerships team develops new ways of having impact, designing propositions and scaling the Foundation's reach through products, services and strategic relationships, including our partnership with Lloyds Banking Group. Our Impact, Evidence & Insights team ensures the Foundation's work is grounded in data, research and learning, measuring what matters and channelling insights into strategy, governance and national storytelling.

Our Public Affairs team leads national influencing work with governments and policymakers, building the relationships and running the campaigns that translate local experience into systemic change. And our Strategic Communications team drives that change further still, shaping how the Foundation is experienced internally and externally through powerful storytelling, events, campaigns and media.

Our support to local teams is hands-on, we get in the mix to turbocharge and troubleshoot local action. Together, we work to make sure that insight from communities shapes national strategy and that national influence reaches back to strengthen local action. That's how we drive the systems change needed for everyone in England and Wales to be in a good place.

WODIN (Women and Digital Inclusion)

About the role

Role: Visits and Communications Officer

Starting Salary: £37,329

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

Location: Remote, with significant travel across all corners of England and Wales, and monthly visits to our London office

Line Manager: Senior Communications and Marketing Manager

Direct Reports: None

Role purpose

This is an exciting new role in the Strategic Communications Team at the Foundation. You will set up and organise a varied programme of visits, to engage more people in our mission and ultimately help more people in England and Wales to say “I’m in a good place,” “My home is a good place to live,” and “My community is a good place to belong”.

You’ll bring your talents as an organised, relational, and creative person to arrange visits for senior stakeholders – MPs, philanthropists, trustees, partners, and executives from Lloyds Banking Group – to community-led groups we’re funding and local areas driving systems change.

These visits aim to achieve broader organisational goals, not just be events. Through thoughtful engagement, you'll build lasting relationships and raise awareness of social issues, to ensure visits generate meaningful impact. You will support colleagues and partners to maximise opportunities, follow up actions, and effectively generate and use content, stories, videos and images to tell powerful stories. Importantly, you’ll make sure community-led organisations experience these visits as supportive and beneficial, and that their voices are centred in all that occurs and follows, aligning with our mission to foster community-led change.

Key Responsibilities

Visits Coordination

- Help build and maintain the processes for visits to community-led organisations and priority local areas, with a real focus on the outcomes visits are intending to achieve.
- Act as the point of contact for the community-led organisations and places, and the teams supporting senior stakeholders, ensuring timely coordination, briefing, administration and troubleshooting – before, during and after the visit.
- Provide the ‘helicopter view’ of the Foundation’s visits programme, ensuring they’re integrated with our strategic communications grid, balanced across regions and pillars, and make the most of our most impactful investments – while avoiding excessive pressure being placed on any one organisation.
- Experiment with innovative approaches to visits, including the use of technology and our partnership with Lloyds Banking Group, to increase their impact – using data to measure, learn and improve the practice of visits.
- Coordinate post-visit follow-up, ensuring that agreed actions are completed and the intended outcomes of each visit are fully achieved.

Communications

- Draft, design and edit integrated communications content and campaigns – using our social media, web, media and email marketing platforms as appropriate to maximize the impact of our visits.

- Ensure that the story of every visit ladders up to our overall organisational story, deepens understanding of and support for the
- Brief and manage the work of any contractors accompanying visits - for example, photographers and videographers – ensuring good value for money and impact.
- Work with other members of the Communications team to identify gaps in content and work to fill them through visits (photography, videography, case studies etc)
- Support the Communications team in writing up case studies from visits as appropriate

Internal Partnership

- Partner with the Community-Led Change Directorate and Local Implementation Leads to make the most of their own visits to community-led organisations and local areas, including training and support on sensitive but effective photo/videography and post-visit communications. On occasion, you may be required to capture photography content on visits.
- Participate in the coordination of the organisation’s internal and external story, in close partnership with the Campaigns and Communications Officer – who’s responsible for internal communications and engagement – and the Events and Communications Officer – who’s responsible for the prioritisation and process for creative projects
- Work closely with the Regional Public Affairs Manager and the Insights and Learning Officer on the identification of ‘showcase’ organisations and brilliant stories.

Responsibilities (continued...)

Communications and Campaigns Support

- As part of a collaborative Strategic Communications team, undertake tasks like posting, updating and maintaining content on the website, and drafting and distributing copy for social media, email campaigns and internal communications.
- Create simple visual materials and presentations, for example using templates on Canva.
- Help to maintain the Foundation's tone of voice, core narrative and the centring of local voices across all communications undertaken.

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. This role will include significant travel to meet the needs of the visits programme and may require out of hours activity and overnight stays on occasion.

Key Relationships

- Internal: Community Partnerships and Impact Leads; Head of Public Affairs; Regional Public Affairs Manager; Strategic Communications Team; Insights and Learning Officer; Philanthropy Team; Governance and Portfolio Officer; Volunteering and Engagement Team.
- External: Lloyds Banking Group Community Engagement team; Lloyds Banking Group public affairs team; communications networks.

What Success Looks Like

- A philanthropist participating in our Philanthropy Pilot wants to visit charities working on community belonging. You work across teams to identify those with the most compelling stories, and brief those charities on expectations for the visit, referring them to our Major Donor training materials where relevant. You work with the philanthropist's office and the PA to the Director of Philanthropy to organise the administration. After the visit, you follow up with the charity and the philanthropist's team to understand what worked and what didn't, and any actions – recording these for future learning.
- You are organising a visit from a Lloyds Banking Group SLT to Liverpool. You select charities that most effectively demonstrate the Foundation's partnership, and work with the Volunteering Lead to explore opportunities for the team to contribute to the charities on the visit.

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

About you

Experience & Qualifications

Essential

- Highly organised, with experience coordinating events, or visits involving multiple stakeholders.
- Creative approach to designing impactful visits and storytelling.
- Experience partnering across teams and directorates.

Desirable

- Experience tendering, briefing and overseeing contractors (e.g., photographers, videographers).
- Experience supporting others with communications, social media, or content creation.

Knowledge & Skills

Essential

- Excellent relational skills: able to build trust and rapport with teams supporting senior stakeholders (MPs, philanthropists, trustees, executives), colleagues, and community-led organisations.
- Strong communication skills, with an understanding of how to apply organisational narratives to local activity.
- Skilled in using data and feedback to measure, learn, and improve.
- Ability to balance competing priorities, alongside a creative approach to designing impactful visits and storytelling.
- Ability to undertake travel across England and Wales as required by the role.

Desirable

- Understanding of sensitive communications and storytelling, especially in community and charity contexts.
- Outcomes focus, with an understanding of using visits or events to leverage change.

Values & Attitudes

- Willingness to use your own platform and profile to drive forwards the Foundation's mission and story.
- 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 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

Closing Date: Monday 21 September 2026, 12 noon

First Interviews: Tuesday 29 September (online)

Second Interviews: Tuesday 6 October 2026 (in person - London Office)

How to Apply

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:

- Tell us about a time you planned and delivered a visit or engagement opportunity for an influential individual or small group. How did you identify what they wanted to achieve, coordinate the arrangements, and ensure the visit was successful? (300 words max.)
- This role involves using visits to generate stories, content and wider support for our mission to ensure that everyone in England and Wales is In a Good Place. Tell us about a time when you used a visit, event or stakeholder engagement activity to create communications content or achieve a broader organisational goal. What did you do and what was the impact? (300 words max.)
- A key stakeholder from Lloyds Banking Group is visiting a community organisation. The stakeholder wants a tightly planned agenda and professional presentation. The organisation would prefer a more informal conversation and is concerned about being put under pressure. What would you do? (300 words max.)

If you have any queries about the application process, please email LRecruitmentMailbox@lloydsbankfoundation.org.uk



lloydsbankfoundation.org.uk

 /lloydsbankfoundation

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