

Join us

See how your skills can
make a difference as
**Chief Operating
Officer**

LLOYDS BANK
FOUNDATION
England & Wales



Triangular, Gateshead
/ £50,000 and £30,000
/ Racial Equity

Welcome

We're delighted you're interested in working with us.

Let me set out why we do what we do, and why we'd like you to join us.

Small local charities make a huge difference to the lives of people across England and Wales. They have a deep understanding of the people and communities they support – they show up when they're needed the most and they stick around over the long term to help people rebuild their lives.

There are 10s of 1000s of them making up the majority of charities. Often unseen, underfunded and under pressure, but embedded in towns, cities and villages across the country.

To those we support directly we provide multi-year unrestricted funding and a comprehensive range of tailored capacity building support which we have developed with and for small charities.

We also recognise that many of the issues small local charities are tackling are deep rooted, impacting so many aspects of people's lives. That's why we have developed a range of work across specific communities with local partners to tackle issues collectively.

To make a lasting difference to people, charities and communities we leverage what we learn from those we can support directly to advocate for wider positive change to policy and practice nationally and locally.

None of this is easy, but we are supported by Lloyds Banking Group which provides us with assured long-term funding which we can extend to those we work with.

They're also a partner to us, sharing their skills, knowledge, and resources with local charities.

But whilst we might strive always to be at the forefront of best practice, we know we're far from perfect. We've committed to improving ourselves so that we can be a better partner to those we serve and we're working towards truly embedding diversity, equity and inclusion in every aspect of our work.

Our Chief Operating Officer is central to this.



Paul Streets, CEO Lloyds Bank Foundation

Over the years our strategies have become increasingly ambitious – seeking to maximise impact by balancing direct support with influence, and work in, and with, communities. The COO plays a key role in this, working across the organisation, and closely with the other Directors and Management Team, to ensure our ambitions are translated into cohesive integrated delivery plans, and to track and support their delivery. To ensure this they co-ordinate and enable the work of the wider Management Team providing clear strategic oversight and a clear link between operational management and our strategy.

As delivery of our new strategy evolves, the COO will lead an organisational design and capacity review to ensure we have the right resources, right cross organisational systems and right support in place to match our ambitions. They will also champion and lead our work with other SLT members to become carbon neutral and to support the organisations we work with to consider their environmental impact; ensure the continued development of our work on becoming an Inclusive organisation and ensure we continue to evolve our approaches to staff welfare and health and wellbeing in an era of hybrid working, and in line with our wish to be a modern employer.

The role is supported by a skilled and experienced Operations team, comprising Finance, HR, Office Management and excellent core IT support managed on an outsourced basis. This enables the COO to prioritise the wider aspects of the role focused on our operational delivery and effectiveness whilst remaining accountable for these functions.

We need someone who relishes the wider cross organisational role and impact of the COO, whilst enjoying supporting and developing an effective team managing the core functions who are committed to our work and purpose, just as much as those who deliver our work directly. It is a role for someone with an enabling ‘let’s make it happen’ can do approach who wants to play a vital role in ensuring we operate at our very best. It has real variety, autonomy and scope for the right person who wants to make a big difference to our effectiveness and who has the right range of experience and skills. Someone who is as effective on the hard technical aspects of the role as they are in the softer people management and support aspects.

Whilst you are likely to work in the voluntary and community sector we are open to applications from other sectors who can demonstrate a strong commitment to our mission, values and purpose.

It’s a great job – we hope you agree and will apply.



Without the exceptional support the Foundation provides small charities such as ours, and its commitment to reserving 25% for Black Asian and minority ethnic-led groups, we would not have been successful with this grant. The support is twofold: financial and organisational development. It works on trusting the charities it supports – the belief that the charities know what they need and are better positioned to spend the money on what they deem essential instead of dedicating how it should be spent. The organisational development support was as crucial as the financial support, and it helped us focus on strategy, governance and policies that have been evolutionary.

Sirak Hagos, Triangular / racial equity charity in the North East / supported through a £50,000 unrestricted grant and a £30,000 grant to provide infrastructure support

Gateway into the Community

// Gateway into the Community helps more than 200 people with a learning disability each year.

We aim to ensure that the people we support have the same life chances and choices as their peers, increase their independence and quality of life and have the opportunity to make and develop friendships. Being based at the centre of the local community is our strength. We are established and well recognised within Hexham and work with many other local services such as the local special school, college and several businesses. We pride ourselves on a bespoke offering and being able to adapt to the needs of the people we support.

We have been working with Lloyds Bank Foundation since 2021, having been lucky enough to secure a £50,000 grant over two years. The grant is fantastic because it covers our core costs – my role and the administration team which comprises two people. These costs are always the hardest to secure yet provide the foundations from which services can operate. Having support from Lloyds Bank Foundation makes us more sustainable and when we apply to other funders, they are reassured because of the support we have in place.

But it's not just the money Lloyds Bank Foundation provides; it's the whole package that makes such a difference! And it's not only the amount and type of support we've had, it's the way it has been offered – from a perspective of understanding our needs as a small charity. This combined support enables us to keep our autonomy and care for everybody – we want to stay true to what our experience and expertise tells us is the right thing to do, rather than be dictated to or told who we can and can't support.

Julia Ferguson, CEO, Gateway into the community / learning disabilities charity in the North East / supported with a £50,000 unrestricted grant



Gateway Into
The Community,
Hexham / £50,000
/ Learning Disability

The Foundation

We have been standing side by side with small and local charities for nearly 40 years.

We believe we have a responsibility to help build a society where everyone, whatever their gender, ethnicity, nationality, religious belief, sexuality, disability, age, class or educational background can thrive.

But we cannot do this alone. We recognise that to truly make a difference towards making society more just and compassionate we need to be bolder, louder and more ambitious. As we launch our new strategy, Building a Better Future, we have taken care to ensure diversity, equity and inclusion is at the heart of everything that we do. We know we still have a long way to go.

We're not afraid to work hard for the changes we know will help charities thrive, communities grow stronger, and people overcome complex issues and fulfill their potential. Together, we will build a better future.

Over the last five years we have:

£83.4m

Awarded £83.4m in grants to 1,566 small and local charities in England and Wales

3,201

Provided 3,201 capacity building offers to charities, 1,466 of which were delivered by colleagues from Lloyds Banking Group

42

Funded 42 charities to influence policy and practice in domestic abuse, criminal justice and welfare

6

Worked deeper locally across six places in England and Wales to help connect and strengthen communities and improve the way people are supported.



It was incredibly powerful to see first-hand how our charitable Foundations fund grassroots groups to really make a difference in local communities by helping those who need it most. Our partnership with our four charitable Foundations is something I am enormously proud of.

Charlie Nunn, CEO, Lloyds Banking Group

Our vision, mission and values

Our vision is of a just and compassionate society where people facing complex issues and barriers have the opportunity to thrive.

Our mission is to partner with small and local charities, people and communities working towards a more just and compassionate society.



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 grant making 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, Grants Officer



Our values

We are passionate

We're passionate about the work of small and local charities and communities working towards a better society where people are supported and can thrive.

We are inclusive

We support each other and partners, and together build a space where everyone is embraced, trusted and valued so they can be themselves and fulfil their potential.

We are rooted

We listen and learn from others to understand the challenges people, charities and communities face and commit to act on evidence and knowledge to make lasting change happen.

We are ambitious

We're not afraid to innovate, take risks, and push for change to break down the barriers people face, strengthen charities, foster more connected communities and a more just society.

Our five year commitment

Our focus will be on where we can collectively make the greatest change happen from the impact of our funding, support and resources, to the difference charities make to people's lives.

Collaboration will underpin everything we do. We'll help create more spaces and opportunities for charities to work together, build impactful partnerships and wider networks to help them achieve their goals, influence systems, practice and policy and improve people's lives.

We'll continue to work hard to improve ourselves. We'll ensure we keep listening and learning, challenging ourselves. We'll ensure diversity, equity and inclusion is central to our work.

Our strategic objectives

1

We'll support small and local charities making a life changing difference to people's lives.

2

We will support charities and their partners to collaborate so they can strengthen communities and shape policies, structures and society.

3

We will influence practice and policy locally, regionally and nationally to tackle the causes and consequences of complex issues and the barriers people face.

4

We will work effectively and efficiently to maximise our impact, sharing resources, opportunity and power.



The difference we hope to make

Included people

We will develop and share the most effective service models for people facing complex issues, People who have faced inequity because of their race or ethnicity, and d/Deaf and Disabled people.

Resilient charities

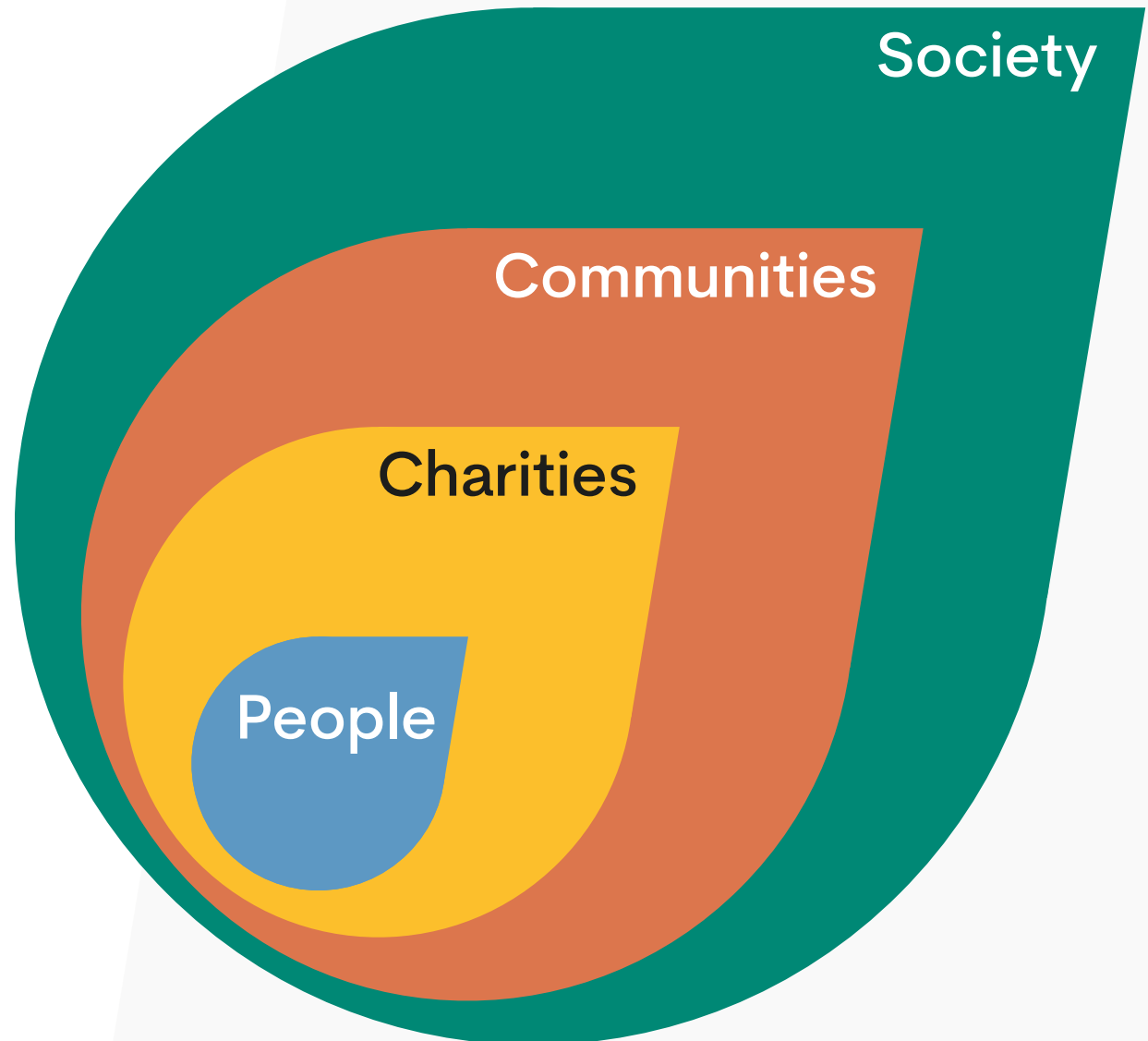
We will maximise the resilience of small and local charities through a combination of funding and development support.

Thriving communities

We will support communities to collaborate and tackle their most entrenched and pressing issues.

A just and compassionate society

We will share our learning with other sectors and places and influence national policy for the benefit of small charities and the communities they serve.



Chief Operating Officer

Job Title	Chief Operating Officer
Job Level	Senior Leadership Team
Reports to	Chief Executive
Responsible for	Head of HR, Head of Finance and their respective teams and a contracted IT Manager
Contract type	Permanent. Full time, or part-time on 4 days per week.
Remuneration	£110k full time, or four days per week, pro rata

Introduction

The Chief Operating Officer (COO) plays a central role in developing and delivering our new strategy Building a Better Future launched in October 2022.

As the Foundation increases its ambition for small and local charities, and the people they serve, our approach has become increasingly sophisticated – balancing direct support with influence, and work within communities.

The COO works across the organisation at all levels to bring our work together cohesively through robust plans focused on delivery and ensures the finance, HR and support capability to execute them. They champion excellence in people management – commensurate with a modern employer in the post COVID hybrid working era; champion our approach to inclusion and ensure effective approaches to staff welfare and health and wellbeing.

They work closely with the Board to create confidence in our core functions and reporting and as the lead Director to our Audit, Investment and Risk Committee and the Remuneration Committee – which also addresses wider HR policies.

The role is crucial in ensuring our sponsors at Lloyds Bank are confident in our ability to manage our resources effectively, and in liaising with, and in the case of the Channel Islands supporting, the other three Lloyds Group Foundations.

The COO will be an advocate of our values internally and externally ensuring that equity, diversity and inclusion is at the heart of our work and will play a particular role in championing an inclusive approach to all our practice.

Our team

You will be a key member of our Senior Leadership Team (SLT) comprising the Chief Executive (CEO); Director of Charity Development; Director of Policy, Communications and Research and Director of Communities. Alongside them, you will be accountable to the CEO and through them to the Board.

You will directly manage a team that currently comprises a Head of Finance, Head of Human Resources and a contracted IT Manager and work closely with the EA to the CEO to ensure effective Corporate Governance. The role is also pivotal in working with the wider management team through Chairing Management Team meetings ensuring our work is cohesive and providing an effective conduit to the SLT or Board as appropriate work of the wider management team and SLT to co-ordinate delivery in line with our strategy.

The role

Strategy and delivery: the directorate

- Act as the 'spine' to our operations - taking overall and active responsibility for co-ordination across the Foundation in delivering the agreed Operating Plan, ensuring co-ordination and delivery of projects which cut across Directorates and managing regular Operating Meetings.
- Oversee planning, coordination and reporting of significant change projects.
- Commission outsourced and consultancy support to supplement capacity where necessary.
- Lead preparation and monitoring against the Foundation's annual budget and operating plan and associated reporting at Senior Leadership Team/ Board level including core Management Information and KPIs reporting.
- Provide strategic leadership to the Directorate Management Team supporting them to develop and deliver the Foundation's strategy.

Accountable for core support services, including finance, HR, technology and premises

- Responsible for our risk management, governance and control frameworks.
- Oversee the effective and efficient delivery of operational support to the Foundation, including Finance, HR, IT and general office support.
- Ensure development and delivery of an effective IT strategy, including solutions to manage hybrid working, and remote working across wide geographical patches and the maintenance of a Business Continuity plan for the Foundation.
- Develop an information management strategy that is secure and maximizes the value of management information generated from the data collected.

- Responsible for an effective people strategy and delivery of a core HR framework and processes.
- Ensure GDPR compliance as Senior Responsible Officer.
- Ensure we have access to appropriate legal advice as required e.g. on contracts with suppliers and key terms and conditions
- Where agreed, develop shared service operational support for other Foundations, incorporating service level agreements, reporting and transfer charging arrangements where appropriate.
- Ensure we have an effective overall approach towards Safeguarding working with the Director of Charity Development who is the lead.
- Work closely with the Executive Assistant to the Chief Executive on Governance/Secretariat issues to ensure appropriate compliance and good governance
- Oversee the Foundation's compliance with and delivery of the requirements set-out in the latest funding agreements with the Bank and liaise with The Bank on matters relating to this, including payments against the covenant with The Bank
- Liaise with other Lloyds Banking Group Foundations and the Group as appropriate on projects that require a Foundation/Bank wide approach.. Note we provide outsourced support to Lloyds Bank Foundation for the Channel Islands including financial accounting and governance/secretariat services.

The role

(continued)

Responsible for ensuring the effective financial management for LBFEW and LBFCI

- This function is supported by a finance team including a qualified Head of Finance
- Responsible for ensuring accurate and effective accounting systems, processes and controls so that the financial affairs of the Foundation are managed in a timely manner and in line with all legal, regulatory and tax requirements
- Responsible for delivery of statutory annual report and accounts in compliance with SORP and relevant company and charity legislation
- Responsible for delivery of monthly management reports to support financial and strategic decision making
- Ensure the preparation of the annual budget and regular forecasts for the Foundation and provide advice to senior management in constructing the budget/forecast for grant and other programme expenditure
- Support the Audit, Investment and Risk Committee to manage the Foundation's cash and other investments in a compliant, secure and effective way
- Support Senior Management Team, Audit & Investment Committee, Remuneration Committee and the Board decision making with the provision of financial and non-financial analysis and recommendations

As a member of the Senior Leadership Team (SLT).

- Play a full role in the wider leadership and management of the Foundation.
- Ensure we are more than the sum of our parts, by creating excellent collaborative working relationships with other members of the SLT to ensure our work with charities feeds into our work in Communities, Policy, Communications and Research and vice versa.
- Ensure staff are supported to achieve the best they can through effective performance management, regular feedback, coaching, and appropriate training and development opportunities.
- Maintain excellent working relationships with Board members to ensure they are appraised of all key developments and actively engaged in key issues of strategy.
- Personally exhibit open, inclusive and effective communication practices in all day to day activities, communicating strategy and policy decisions from the Senior Leadership Team as appropriate.

Who we are looking for

Knowledge and experience

- Qualified Accountant with post qualification experience in comparable roles/functions including finance, IT and HR.
- Relevant experience of, or demonstrable aptitude to manage, the breath of functions and support the role requires.
- Relevant Director or management experience, including at, or an ability to demonstrate capacity for, Board/Senior Team level.
- Experience of managing significant change programmes and specific projects
- Interest in, or knowledge of, the voluntary sector, and in particular with issues of social change & disadvantage.

Skills, abilities and personal attributes

- Exceptional people management skills.
- Ability to combine the 'soft' – people elements of the role with the 'hard' technical elements.
- Ability, and credibility, to operate effectively at Board and Senior Leadership Team level.
- Demonstrable ability to work with specialists in different functions/ disciplines and hold their own bringing operational and financial management skills to the table.
- A can do/make it happen enabling approach.
- An excellent, demonstrable ability to understand, interpret and clearly communicate (both written and verbal) financial and non-financial performance and concepts
- A demonstrable commitment to placing equity, diversity and inclusion at the very heart of your work.
- Able to get the best out of outsourced legal services
- Able to engage, and be credible with, a major corporate, as the main source of income, a provider of services and significant employer
- Great leader of people: able to deliver common high standards and understanding the importance of ownership and engagement to effective delivery in value driven organisations

Summary of terms

Contract type

Permanent. Full time, or part-time on four days per week.

Remuneration

This role is offered full time at £110k or four days per week pro rata.

Annual leave

25 days per annum, increasing by an additional day for each completed years' service up to a maximum of 30 days per annum (pro-rated for part time employees).

Probationary period

Six months

Notice period

Three months' notice from either party after completion of probation.

Location

The role is based at the London office on a hybrid working basis with the option to work at home up to three days per week.

Pension

A defined contribution salary sacrifice pension scheme is available for all employees. The table below summarises the contributions employees make and the additional contributions the Foundation makes.

Individual contribution	Employers' contribution	Total
3%	8%	11%
4%	10%	14%
5%	13%	18%

Life assurance

Provided at 4 × basic salary.

Employee assistance programme

Fully funded access to a 24hr/365 days a year telephone counselling helpline with BHSF rise. This also includes six face to face counselling sessions per year.

Private medical insurance

Fully funded entry into Aviva's private medical insurance (including dental, eye care and specialist mental health provision) with no excess. Employees may purchase additional cover for a partner or family members at an additional cost. This benefit is available to employees on completion of probation.

Cycle to work scheme

The cycle to work scheme allows you to purchase a bike and associated equipment (from £100 up to a total value of £1,000 + VAT) tax and NI free through a hire agreement, whereby you loan the bike for a period of 12 months.

Volunteering scheme

Two days are given per year to take up volunteering opportunities.

EDI statement

We encourage applications from all sections of our community, irrespective of age, disability, sex, gender identity, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. We want an inclusive organisation that reflects our community and where everyone feels empowered to bring their authentic selves to work and fulfil their potential. We believe our organisation will be a better, more creative and innovative place to work if we can harness the benefit of different perspectives.

The Foundation is committed to making our recruitment practices barrier-free and inclusive for everyone. This includes making adjustments during the recruitment process and offering a guaranteed interview for D/deaf, disabled and neurodiverse people who meet the essential recruitment criteria.

If you need any adjustments for any part of the recruitment process please email juliet.taylor@starfishsearch.com in confidence, to discuss these.

How to apply

We hope you will consider making an application.

To make your application

Please go to <https://starfishsearch.com/jobs/lloyds-coo/> and click on the apply now button, with the following prepared:

- your CV (no more than three pages)
- a short supporting statement (no more than two pages please) that sets out why you are interested in joining Lloyds Bank Foundation – and the skills, experience and motivation you would bring to the role
- any dates when you would **not** be available to attend interview.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date	Monday 26 June 2023
First stage interviews for selected candidates (virtual)	Wednesday 5, and Thursday 6 July 2023
Candidates notified about the final shortlist	By Monday 17 July 2023
Final interviews for shortlisted candidates	1–5pm, 19 July and 1–5pm, 20 July, at the Foundation's London offices. These will be combined with informal sessions where candidates will meet with stakeholders of the role. Candidates will be fully briefed in advance of this.

We're an independent charitable foundation funded by Lloyds Banking Group. We work in partnership with small and local charities, people and communities, changing lives and working towards a more just and compassionate society.

**LLOYDS BANK
FOUNDATION**
England & Wales



The needs and aspirations of people drive our work. We strengthen the small and local charities that support them and the communities they live in, and advocate for a better future.

Through unrestricted funding, support to develop, and influencing policy and practice we help small and local charities thrive, communities grow stronger, and people overcome complex issues and barriers so they can transform their lives.

Further reading

Click the cover to download

lloydsbankfoundation.org.uk

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enquiries@lloydsbankfoundation.org.uk



Shared Strength 2021
Impact Report



Building a Better Future
Our 2022–2026 Strategy



Lessons For Funder
Practice 2018–2022



Small charities
responding to COVID-19:
Summer 2021

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Company No. 1971242

