

A guide to life at Lloyds

Fast forward your career >>>



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Your impact starts here

Explore a snapshot of what to expect from working here,
and what you get in return.

You bring your A-game, to achieve our ambitions and yours. That means working at pace, being bold and challenging the way things have always been. It means taking ownership, and always looking to raise the bar.



And in return, you get to do the best work of your career, in a place where scale amplifies your impact. Find the space to learn, grow and gain skills to future-proof your career.

Who we are

Retail and commercial customers come to us for a wide range of banking and financial services. We help move them forward with one clear purpose: Helping Britain Prosper.



Our people

Coding the next generation of our mobile app, fighting fraud, creating national brand campaigns. Bring your A-game in our business, and it could take you anywhere. Full time, part time or job share, there's a way to make your work here work for you.



Our locations

Across the UK and beyond into India, Europe and the USA we have invested in transforming our workplaces into creative, social and collaborative places. Our colleagues and communities have shaped our locations, giving each one its own character. Our workplaces help our people feel valued, supported and inspired to deliver great outcomes for our customers and for each other.



Our brands

We're the UK's largest digital bank, with a rich history spanning over 325 years. Trusted by over 28 million customers across our family of iconic brands. Including Lloyds Bank, Halifax, Bank of Scotland, Scottish Widows, Embark, and Tusker. Each brand is unique, delivering innovative digital solutions and essential financial services for our customers to help Britain prosper.

[Learn more about the group here.](#)

Leading the change with tech and data

You can supercharge our future, transform our business and re-imagine how we serve our 28 million customers with technologies like AI.



Huge investment

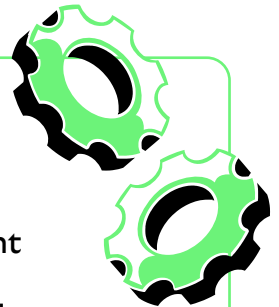
We're moving finance faster forward with a multi-billion-pound investment in people, processes, technology, AI and data. It's fun, it's challenging and this is just the beginning. Seize your moment to be part of that change and make a real difference to customers, the sector and society.

Scale and opportunity

At Lloyds, your impact scales like nowhere else. We interact with more customers every day than all the other fintechs combined. Imagine the insights you could uncover, the projects you could shape to meet customer needs, working with the UK's second-largest data set.

People-first

Technology enables amazing things, but it's people who shape the future of finance. Your bold ideas, energy and talent, ready to hit the ground running. You'll find the space and support to learn, grow, and thrive.



Customer obsessed

A man and a woman are sitting at a wooden table, looking at a smartphone together. The man is on the left, wearing a grey jacket over a maroon shirt, and is holding the phone. The woman is on the right, wearing a dark blue jacket over a teal patterned top, glasses, and a lanyard. They are both smiling and appear to be in a collaborative work environment.

Whether you serve our customers or support colleagues who do, here, you get to make a difference to all kinds of people every day.

Revolutionising the customer experience

To move everyone forward, it's vital to stay one step ahead. This is your opportunity to explore new tech, innovate, and apply your skills to give customers a better, faster, safer experience.

There for customers in the moments that matter

As a customer-facing colleague, you're at the beating heart of our business. Supporting customers through questions, challenges and successes. Working towards great outcomes, every time.

Benefits that work for you

Your wellbeing is important to us and unique to you.
Personalise your benefits with us.



**Competitive
pay and bonus**



**The more you save
in your pension,
the more we'll
contribute**
(up to 15%)

**Sharesave
up to £500
& Sharematch
plans matched
to £45 a month**



**22 - 30 days
holiday**
plus bank holidays

**Private
medical care**

with options to
add dependants
& enhanced
Cancer cover

**Plus
optional
private
dental cover
and health
assessments**



**Up to 52 weeks
family leave**

with 6 months fully paid &
6 weeks fully paid for partners

**Life Assurance at
least 4 x your salary**



**Electric car & cycle
to work schemes**



**Colleague financial
product offers**

**Colleague discounts
& offers at retailers**



Flexibility for everyone

Hybrid working, flexible Summer, compressed working
for new parents, job sharing, international remote working,
sabbaticals, and so much more!

Never stand still

Enter a world of opportunities to train, grow and build the future skills you need, to power your career forward at your own speed.



Career progression

There's plenty of opportunity to move around, whether you're looking to step up, or try something new to broaden your experience. Explore your ambitions through career rotations, mentors and short-term gigs.



Next gen talent

We invest in our future talent, Apprenticeships, Graduates, Internships and Industrial Placements. This is where you'll make an impact, share your ideas, show us your energy, work on projects with purpose. We'll help you turn ambition into achievements and build a career that sets you apart.



Making an impact

We're building a team of high performers who deliver significant impact for our customers and communities. We'll provide you with the tools and support - you bring the commitment and desire to make a real difference together!



Developing your skills

Keep on learning to keep on innovating. With a great range of learning tools and programmes to suit different styles, this is the place to stay on top of your game. Get involved in programmes, like our Tech and Data Academy & industry leading AI summer school, to develop your skills and get you ready for your next step.



Building a better future

Helping Britain Prosper means everyone. Inclusion is part of our DNA, because we know that when our teams reflect our society, everyone wins.



Celebrating our people

You'll find colleague networks and communities focusing on areas like disability, ethnicity, gender, the LGBTQ+ community, social mobility, and more. Support, education, career development and allyship, right here at work.

And, everyone has access to learning about how inclusion affects everyone, plus resources on how to be an effective ally.



Helping Britain Prosper

We're committed to supporting the UK to create a more sustainable and inclusive future. From campaigning on housing, to supporting our communities and businesses across the country, to helping the UK transition to net zero.

Play your part as we work to unlock sustainable and inclusive growth, so our customers and communities can thrive.



Leave your stamp on the world

Everyone gets dedicated time away from work to volunteer with our partnership charities or causes they care about.

You can raise money with matched funding up to £500, or offer your skills to support charities.

And, you can even take part in organised challenges across the UK and around the world, to raise money and awareness for our charity partners.

Achieving our purpose

We're focused on meeting and exceeding the needs of our customers, colleagues and communities. By delivering sustainable returns and creating value for our shareholders, together we can make a real difference and achieve our purpose.

Our purpose

**Helping
Britain
Prosper**

Our why?

We help Britain prosper by creating a more sustainable and inclusive future for people & businesses, shaping finance as a force for good.

Our strategy

To become the UK's customer-focused digital leader and integrated financial services provider, capitalising on new opportunities, at scale.

Grow > Focus > Change

Our values: How we show up matters, our values are the foundation of everything we do.

They help us make decisions and reflect our strategy. We won't walk past behaviour that goes against them.



People-first

We listen, care for, and support our people as individuals, never compromising on their safety or wellbeing.

We always act in the best interests of our customers, bringing them the experiences they deserve, and protecting them from the ones they don't.



Bold

We challenge ourselves to do things differently, we innovate and experiment, always striving to better serve our customers.

Whether it's something personal or work-related, we act with integrity and honesty and know that we must speak up when something's not right.



Inclusive

We're inclusive to everyone, learning about and embracing our differences and seeking out diverse perspectives.

We show respect to each other and our customers, having zero tolerance on discrimination, harassment or abuse of power of any kind.



Sustainable

We champion sustainability to care for our planet.

Our decisions have consequences, and we take responsibility for the impact of our actions, ever mindful of using resources wisely to create a more sustainable future.



Trust

We give each other the space and support to take things on and see them through.

Our customers trust us, so we treat them, their data and our systems with the respect they deserve.

A photograph of two women in an office environment, both laughing heartily. The woman on the left is wearing a grey jacket over a red top, and the woman on the right is wearing a purple top. The background shows a modern office with other people and bright lighting.

What colleagues feel about working here

"I'm so lucky to be at this organisation – the support I've received through my health challenges has been amazing."

Simon

"Lloyds Banking Group has a very inclusive and positive culture. All colleagues are encouraged to bring their best to work but are supported by line managers."

Caroline

"One of the great things is the continued focus on development and growth, moving into and learning about new areas."

Repi

"I love that I can create real change and make a difference for our customers. I really enjoy seeing this in action when we deliver a better product to the customer."

Amjad

"Working for a company that lives its sustainable value when making decisions means I can contribute to a better future everyday."

Sarah

"I think a lot of people believe a bank is a bit of a boring place to work. But I wouldn't want to work anywhere else."

Chris

"Tech has been my lifelong passion, so it's great to work with people who have the same passion and be able to mentor graduates and pass on my knowledge and experience."

Dan

"In the Leeds hub there is always something going on! Whether it be craft classes, yoga or kitchen treats, I'm never short of something to do with colleagues!"

Robyn

Want to be part of the change?



Wake up to a career with impact

Join us →