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## Lloyds Banking Group Pioneers AI Leadership Training with Cambridge Partnership

- Over 110 senior leaders have completed the Group's bespoke 80 hour "Leading with AI" course
- The Group will continue to roll out the course across the Group's executive and senior leadership teams by the end of 2026
- Bristol is a critical hub for AI talent and is home to its largest population of data & AI experts across the UK

### AI TRAINING FOR LEADERS

Lloyds Banking Group is setting an industry benchmark by putting all senior leaders through a bespoke AI training programme, reflecting the Group's commitment to driving innovation and responsible AI adoption.

Over 110 senior leaders have already taken part in the "Leading with AI" course this year, delivered in partnership with Cambridge Spark and designed with experts from the University of Cambridge.

The course, launched in March, involves an 80-hour programme focused on increasing AI literacy and equipping leaders to understand the evolution of AI, reimagining the future of banking with GenAI and how to drive ethical, value-focused innovation across the Group.

Three Group Executive members – Sharon Doherty, Elyn Corfield, and Jayne Opperman – have already completed the programme and due to its ongoing success, the Group will continue to roll out the course across the executive committee and wider senior leadership team.

By the end of 2026, every member of the senior leadership team will have completed the programme, reinforcing Lloyds' position as a leader in AI-driven transformation.

The programme blends hands-on sessions, virtual masterclasses, and real-world projects with potential future GenAI use cases put forward to progress to pilot phase. These include using GenAI to support market insights, customer relationship management (CRM) integration for commercial customers, freeing up time for strategic, high-value client engagement and improving overall customer experience and retention.

The training builds on previous success in training the next generation of data scientists and engineers, and is already generating real-life use cases that benefit customers and colleagues nationwide.

This builds on the Group's AI technical expertise. The Group launched its Centre of Excellence for AI in 2023, which now includes over 200 data scientists, machine learning engineers, AI ethicists and data engineers, including 50 PhD level specialists.

**Ranil Boteju, Chief Data and Analytics Officer, Lloyds Banking Group:** "We are investing in advanced AI skills across our senior leadership, recognising how quickly technology is reshaping financial services. By partnering with Cambridge Spark, we are already seeing the benefits. Our leaders are better equipped to drive AI innovation responsibly and deliver for the changing needs of our customers in every part of our organisation."

Contact us

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## **BRISTOL NAMED LLOYDS 'AI CAPITAL' OF THE UK**

As part of its ongoing transformation, the Group is delighted that Bristol and the Southwest region has become such a critical location for technology and data expertise, with nearly 1,300 tech & data experts working for the Group across the region.

Within this, the area is home to around 650 data and AI experts, the largest hub of AI technology experts for Lloyds Banking Group, with teams spanning behavioural science and engineering, to data and advanced analytics.

The region is also home to the largest number of colleagues within its AI Centre of Excellence. This highly-specialist team is driving innovation across the Group. This includes enhancing its customer service to its 28 million customers in the UK and deploying ethical AI across the organisation. The Centre of Excellence also collaborates with leading universities and fintechs, including partnerships with University of Bristol's AI for Collective Intelligence Hub, helping the Group stay at the forefront of AI innovation while ensuring its deployment is safe and ethical.

## **ATTRACTING FUTURE GENERATIONS OF TECH TALENT**

The Group welcomed over 600 across its apprentices and graduate cohorts this year, with many focusing on technology skills including data apprentices, and engineering and data science graduates.

Those working in AI and data roles are already benefiting from working alongside the Centre of Excellence to develop the skills needed for long-term careers in technology and engineering.

**Trystan Davies, Group Head of Data Science and member of the AI Centre of Excellence at Lloyds Banking Group:** "Bristol is the cornerstone of our AI transformation. We're building high-performing teams here, investing in skills and creating long-term career opportunities for people across the region. We're committed to building the next generation of AI talent, ensuring the UK remains at the forefront of financial innovation."

**ENDS**

## **About Lloyds Banking Group**

With 28 million customers, we're proud to be the UK's biggest digital bank. Our services span retail and commercial banking, insurance and long-term savings, delivered through trusted brands including Lloyds, Halifax, Bank of Scotland and Scottish Widows.

Our purpose is Helping Britain Prosper. For more than 320 years, we've served households and businesses across the UK. Today, we're transforming how we do that. We've invested more than £4bn in our digital transformation, and we're just getting started. That means building smarter, more resilient tech, expanding our use of AI, and creating seamless experiences for a digital-first Britain.

**Contact us**

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