



# Lloyds targets more than 1,000 new AI roles as it expands agentic AI capability

- Lloyds Banking Group is recruiting for almost 300 agentic AI-related roles and offering one of the first Level 6 AI Engineering apprenticeships by a UK bank
- More than 400,000 AI Academy courses have been taken since January, with over 65,000 colleagues completing training on working responsibly with AI
- From real-time fraud detection to a new Data and AI Summer School, Lloyds is scaling practical AI tools and skills to support customers and help colleagues work more effectively

Lloyds Banking Group is accelerating its use of AI, investing in new tools, talent and training to embed the technology across the business and support more convenient services for customers.

## Expanding specialist AI roles

Over the next months, the Group will be **recruiting for almost 300 agentic AI-related roles**, filled both within Lloyds and externally, including Data & AI Scientists, Engineers, Responsible AI specialists and AI Product Managers, as it expands the teams building and deploying agentic AI across the business.

More than 700 colleagues are already shaping these use cases, with **over 1,000 roles planned in 2026 to support the Group's AI build-out**, including the roll-out of customer-facing tools such as the AI financial assistant, now in the hands of over 500,000 Bank of Scotland customers.

**Sharon Doherty, Chief People and Places Officer** *"AI is becoming an increasingly important part of how we support customers and how we work across Lloyds Banking Group. As we scale its use, our focus is on making sure it delivers real benefit in day-to-day roles - helping colleagues make better decisions and enabling us to provide faster, more effective and more personalised support for customers.*

*This is about keeping AI practical and accessible, so everyone can use it in ways that make a meaningful difference."*

## Agentic AI and the future of work

Across the Group, colleagues are working on practical AI use cases such as AI-powered fraud detection agents, which launched this week, that analyse payments in real time, helping to identify and prevent suspected scams before money leaves a customer's account. These agentic AI models continuously assess patterns and behaviours, enabling faster, more consistent decision-making and strengthening protection as fraud threats become more sophisticated.

These initiatives are helping build AI capability across the workforce, so colleagues can use AI confidently, safely and responsibly. in their day-to-day work.

## Contact



## Apprenticeships and the AI talent pipeline

Lloyds Banking Group is also strengthening its future talent pipeline, offering one of the first Level 6 AI Engineering apprenticeships by a UK bank, creating new routes into specialist AI careers for existing talent within the Group. This year, a **cohort of 33 apprentices will join** the programme across the Group's UK hubs, gaining hands-on experience while working towards a Level 6 qualification in AI Engineering during their placement.

**Emma Richards, one of the new Level 6 AI apprentices, said:** *"My apprenticeship will give me the chance to build practical skills in software engineering while learning how AI can support the work we do every day. Being able to apply that learning in a real business environment, with support from experienced colleagues, will help me build my confidence. It will show me how these skills can be used responsibly to support colleagues and improve the way we work."*

## Growing Confidence in AI

Launched in January, Lloyds Banking Group's AI Academy provides tailored, accessible training for all 67,000 colleagues, helping build the confidence and judgement needed to use AI safely and responsibly in day-to-day roles. Since launch, **colleagues have taken over 400,000 courses**, with the platform offering interactive learning, workshops and live demos tailored to different roles - from everyday users through to leaders, builders and enablers.

In addition, over **65,000 colleagues have already completed modules on working responsibly with AI**, reinforcing safe and responsible adoption of the technology across the Group.

The Group has also relaunched its Data and AI Summer School, building on last year's programme, which attracted more than 90,000 registrations across 200 sessions in two months, covering topics from data literacy and visualisation to machine learning and applied AI. This year's programme expands to over 250 sessions, combining on-demand learning, live sessions and practical workshops to help colleagues build and apply AI skills in real-world scenarios.

This approach is helping Lloyds Banking Group scale AI in a way that delivers real, practical impact for customers and colleagues.

**Ends**

### Notes to Editors

#### 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.

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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.

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