BECOME A STRATEGY ANALYST

Credit where credit's due, our **Strategy Analysts** make finance a bit more human.

*Join them today.*
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WE GET AHEAD WITH A HEAD FOR BUSINESS

One of the UK’s Top 10 Credit Card Providers
Achieved 2nd place in Top 100 Undergraduate Employers by Rate My Placement
Over 50,000 employees worldwide
A Fortune 200 Company

45 million customers globally
25% of UK adults have used our QuickCheck eligibility tool
The only credit card provider with a 4-star rating from the Fairbanking Foundation
Over 3 million people have downloaded our app

Awarded #15 Best Place to Work in the UK 2019 by Glassdoor
Founded 25 years ago by Richard Fairbank, who is still our CEO

You probably think of Capital One as a credit card provider. But we make finance human by channeling our business acumen into technology, products and tools. That’s how we help customers find the right products for them.

And making finance more human is what makes Capital One a more inspiring place to launch your career.

(Plus the competitive starting salaries and other perks are pretty exciting too.)

We make Capital One an award-winning place to work because we want the best people. And that starts with our graduate and intern programmes.

One of the UK's Top 10 Credit Card Providers

Over 50,000 employees worldwide

The only credit card provider with a 4-star rating from the Fairbanking Foundation

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LET’S GET SPECIFIC
Strategy Analyst Graduate Programme

Join our Strategy Analyst Programme as a graduate, and you’ll make a huge impact. You’ll come at problems from fresh new angles. You’ll be brimming with ideas (and not afraid to share them). And you’ll keep our whole organisation on the right track. You’ll use data to solve problems and drive change that leads the whole industry forwards.

Life with us means working at pace, being collaborative and sharing ideas about where we go next.

SO WHAT EXACTLY DOES THIS ROLE INVOLVE?
Essentially, you’ll be part of a team that drives real change. Your work will have a direct impact on the bigger commercial decisions we make and the quality of service we deliver to customers. You may be helping to launch a brand-new, innovative product, and helping us to understand how customers use it.

You’ll have the opportunity to rotate to a new team each year, giving you the chance to develop a more diverse skill set and a better understanding of the organisation as a whole. In any role, we’ll ask you to interpret data and feed in ideas and insights, so we can make the right decisions for our business and customers. All of which will stand you in good stead when you step up to the next level and start preparing for a leadership role.

DIVE INTO YOUR NEW CAREER, WHILE YOU LEARN
Right from the outset, we’ll trust you to direct and deliver a strategy that will make a real difference to our customers. We’ll also make sure you have all the development opportunities and support you need to shine.

OUR GRADUATE SALARIES START AT £40,000 (WITH PLENTY OF PERKS)
Money matters – there’s no point burying it in the small print. Our graduate salaries start at £40,000 and all our graduates get an extra £5,000 as a joining bonus, plus there are performance bonuses too.

On page 10, you can read about all the perks – including private health and dental, plus 25 days of paid holiday.

BE PREPARED FOR A CHALLENGE
We expect big things from our graduates. We’ll empower you from day one to take ownership of all your work. And we’ll give you all the support you need to thrive in your role.

It’s hard work, but rewarding. We won’t put ridiculous demands or impossible deadlines on you, but we expect you to be proactive and results-driven – day in, day out.
WE’RE LOOKING FOR INTERNS TOO

Strategy Analyst Internship

TEN WEEKS IN THE CAPITAL ONE TEAM

Eyeing up those graduate places while you’re still at uni?
You’re keen. We like that.

If you’re in your penultimate year, an internship could help you jump the queue onto our graduate programme.

TEN WEEKS OF HANDS-ON WORK

This is your opportunity to embark on a 10-week masterclass. You’ll be working on impactful projects that will enable you to make a genuine difference to our customers.

We’ll train you while you work. You’ll have a buddy on your team and a programme mentor to make sure you get the most out of your time with us.

EARN WHILE YOU LEARN

Our intern salaries are £25,000 in Nottingham and London pro rata (what you’d get if you worked the full year). Both come with a £1,000 joining bonus too.

BECOME A CAPITAL ONE GRADUATE IF YOU IMPRESS

When the 10 weeks are almost up, you’ll present your project back to our senior managers – it could even become part of our future strategy and lead to the offer of a graduate role with us.
WE’VE COVERED WHAT IT’S ABOUT

So where can it take you?

You want to take control of your career and be proud of your achievements. Our Strategy Analyst programme will propel you straight into the action.

We need to get the right messages across in the right places (jargon-free, naturally). That’s where our Marketing Strategy team comes in.

We can’t make finance more human without creating products that have customers front of mind. That’ll be your focus in Product Strategy.

It’s also important that we give people the right products and credit limits - that task falls to our Lending Strategy team.

Then there are all the tools we create to help customers stay on top of their finances - our Customer Management team looks after that side of things.

Our Credit Line Management Strategy helps us strike the right balance between increasing customer credit limits and minimising our risk.

And in Digital Servicing, we make sure our digital experiences don’t just make it easy for customers to use their accounts, but also lead the way for the industry.

If a customer falls behind with their payments, our Collections and Recoveries team offer support and innovative recovery tools to help them get back on track.

Our team in Fraud helps us to keep the cybercriminals at bay - away from our business and away from our customers.

Our Credit Risk Management team protects us from losses. They understand the economy and how it fluctuates, and how that impacts us as a business.

Throughout the programme, you’ll work side-by-side with product managers and designers to create ever-better customer experiences. And stand-ups, retros and demos will all become second nature.
You're going to face your fair share of challenges in this role. But then, that's exactly what you're looking for. And we'll always have realistic expectations (we're not fans of 12-hour days). We're flexible and we want you to manage your own time and control your working hours.

This role is also incredibly rewarding. You'll help to shape what we do and how we do it, to make finance more human for every customer. You'll be getting buy-in for your ideas from senior leaders. It could even be that our next big innovation comes from you.

We couldn't do what we do without you, so we'll give you everything you need to thrive. And if you work hard and show us what you can do, we'll open all sorts of doors for you.

We like to reward good work with promotions and we invest heavily in our training programmes to help you on your way to becoming a future leader.

Then there's the salary – you'll start on £40,000 with an extra £5,000 as a joining bonus and performance bonuses along the way. Not to mention a whole host of other benefits.

Our offices are in the heart of London and Nottingham, both upbeat, bustling cities. And from your very first day with us, we'll help you find your feet fast with everything from a buddy to tech training.
“WE’RE ABSOLUTELY COMMITTED TO BOTH EXCELLENCE AND DOING THE RIGHT THING FOR OUR CUSTOMERS.”

Lucy
UK CEO

Joined the graduate programme in 2005
Studied Manufacturing Engineering Tripos at Cambridge University

When I first got chatting to a Senior Executive from Capital One at a recruitment evening 17 years ago, I had very little idea of what I wanted from a career. I could never have predicted that I’d become CEO of Capital One UK.

From that first conversation, I got a real sense of how Capital One doesn’t expect you to know everything about your career path. In fact, I’ve taken on a wide variety of different roles here. I progressed from Project Manager to Operations Analyst before managing a team of Data Analysts within my first three years. Each role has demanded new skills, and I’ve learned so much through the challenges and feedback along the way.

It’s a privilege to lead this exceptional team who are so dedicated to making credit simple for our customers. We look to drive real change in our market.

The QuickCheck tool is a good example. It’s been a game-changer, especially for customers who are anxious about whether they’ll be accepted for credit.

As a graduate joining a large company you can be sceptical about the culture and values. I know I was. It took me a while to realise that it was really true – we’re absolutely committed to both excellence and doing the right thing for our customers.
Licheng
SENIOR STRATEGY ANALYST MANAGER

Joined the graduate programme in 2016
Studied Engineering at Nottingham University

“I’VE BEEN REALLY IMpressed by HOW MUCH SENIOR STAKEHOLDERS VALUE YOUR IDEAS AND ANALYSIS.”

There were several things that attracted me to Capital One – the opportunity to get involved in data-driven decision making, the flexible working hours and the fact that I’d get to live and work in Nottingham.

I joined the Marketing and Acquisition team in November 2016, looking after the Direct Mail channel. My biggest highlight so far was when I was part of a project that involved switching our third-party data supplier. The project led to a 500% increase in new business via the Direct Mail channel.

The response model I built determined who would be mailed and when. I’ve been really impressed by how much senior stakeholders value your ideas and analysis. I feel proud that my idea went to market and offered our customers a frictionless application journey without impacting their credit score.

With the help of my supportive managers, who help me to develop professionally, I’ve now been promoted twice. I’m Senior Manager of Strategy and Analytics. Capital One really is a great place to accelerate your career growth and to own a piece of strategy from beginning to end.
LOTS OF PERKS BEYOND THE PAY-CHEQUE

STAY HEALTHY
- Keep a bright smile with private medical and dental insurance
- Stay in shape with our free on-site gym in Nottingham and rooftop running track in London
- Cut down your travel costs with our cycle to work scheme
- Prioritise your mental health with the support of our Mind Your Mind network

STAY HAPPY
- Fully unwind with 25 days of paid holiday - and fire more if you buy them
- Relax with snacks at our subsidised on-site restaurant in Nottingham
- Let your hair down on free office fun days, several times a year
- Make an impact by contributing to our mission to change banking for good

STAY ON TOP OF YOUR MONEY
- Splash out with a guaranteed £5,000 joining bonus, plus performance bonuses
- Cut down your travel costs with interest-free travel ticket loans
- Save money on everyday items at lots of high street stores with our employee discount scheme
- Give your family peace of mind with our life assurance scheme
- Prepare for the future with our group personal pension scheme

WE GIVE BACK

We're making finance more human.
And not just for our customers.

HELPING OUR LOCAL COMMUNITIES
56% of our associates took part in community activities in 2019 – everything from teaching financial literacy and coding skills in schools to buddying with the older generation to help them get to grips with digital technology. In fact our Capital One Coders programme recognises our tech transformation and helps build tech skills in young people. And we don’t just give up our time – over the same period, we donated some £600,000 to 285 charitable causes.

PROTECTING THE ENVIRONMENT
Our Capital One Green Team makes sure we’re always being as kind as possible to the environment. For example, we’re committed to reducing Scope 1 and 3 greenhouse gas emissions by 50% by 2030, and as a member of RE100, we’re committed to 100% renewable electricity.
A WORKPLACE WHERE EVERYONE BELONGS

We pride ourselves on hiring the best people, not the same people.

Building diverse and inclusive teams is the right thing to do and the smart thing to do. We want to work with top talent: whoever you are, whatever you look like, wherever you come from.

We know it’s about what you do, not just what you say. That’s why we make our recruitment process fair and accessible, by offering benefits that attract people at all ages and stages. We also partner with organisations including the Women in Finance and Race At Work Charters, Stonewall and upReach to find people from every walk of life and help them thrive with us.

We have a whole host of internal networks and support groups you could be involved in, to name a few:

- **REACH** – Race Equality and Culture Heritage group focuses on representation, retention and engagement
- **OutFront** – to provide LGBTQ+ support for all associates
- **Mind Your Mind** – signposting support and promoting positive mental wellbeing for all
- **Women in Tech** – promoting an inclusive environment in Technology
OFFICES IN PRIME LOCATIONS

Our offices are designed to be accessible, open plan and collaborative, plus they’re kitted out with all the latest tech. We’ve been working from home since March due to COVID-19 but we plan to return to our offices in 2021. We’ll continue to look at the changing situation and will prioritise the wellbeing of our associates with every decision we make.

NOTTINGHAM HAS BEEN OUR MAIN BASE FOR OVER 20 YEARS
It’s a classic student city – lively, cultured and affordable. Working at our Nottingham office gives you a couple of extra perks too. You can seriously unwind with our on-site massage therapists and well-equipped music room. Or get fit in our onsite gym. We also host regular talks from industry experts and even Nobel Prize winners.

Take a tour of the office on Vimeo.com/

OUR LONDON HOME IS A TECH HAVEN
We’re residents at the White Collar Factory at Silicon Roundabout on Old Street. Here, we rub shoulders with Apple, Google, Facebook and Adobe. As well as all the latest startups.

Plus we have a beautiful view of the London skyline to keep us inspired.
APPLYING FOR STRATEGY ANALYST ROLES

Our selection process is designed to bring out the best in you, and discover if you have what it takes to perform in this particular role. Each of the four stages offers a chance for you to shine.

01. INITIAL APPLICATION
Go to jobs.capitalone.co.uk/earlycareers, click ‘apply’ and take it from there.

02. ONLINE ASSESSMENTS
Show us how you deal with different situations and use numbers and information to make good decisions.

03. VIDEO INTERVIEW
Record yourself answering a series of questions – some technical, others about why you want the role.

04. MEET US VIRTUALLY
You’ll meet us on Zoom first to complete your first-round case study interview and if you do well, you’ll be invited to an assessment centre. This will probably be virtual too but we may meet you in person, depending on the ever-changing situation of COVID-19 in the UK. For the assessment centre, you’ll meet one of our leadership team for a final case study interview as well as completing other individual and group interviews.

05. OFFER
We’re usually able to let you know the outcome of your assessment centre pretty quickly and we’ll always give you feedback on your performance. If you’ve demonstrated the skills that will make you a great addition to our team, we’ll make you an offer – simple.

PREP HINTS AND TIPS

Visit jobs.capitalone.co.uk/earlycareers for a handy tool to help you prepare for the case study and take a look at our hints and tips video. You’ll also find a series of videos featuring people who’ve already been through the selection process. The table to the right gives a few pointers to help you show yourself at your best.

PRACTICE
Familiarise yourself with the structure of our interviews and run through our case study and product examples. Brush up on your maths, too – there are things you might not have studied in years, so do a bit of revision to refresh your memory.

THINK ABOUT YOUR DELIVERY
Presenting ideas in a compelling way is key. So practice structuring your answers to deliver a convincing argument.

STAY FOCUSED
Stay calm and think about your answers – we don’t expect them to be perfect. We’re interested in potential, not polish.

KEEP AN OPEN MIND
We look for creative and lateral thinkers, so don’t be surprised if you get one or two leftfield questions!

ASK QUESTIONS AND DOUBLE CHECK
If you don’t understand the question, would like something clarified, or hear an unfamiliar term, don’t be afraid to ask.
GET IN TOUCH

If you’ve got questions, we’d love to hear from you. Email us at ukgraduaterecruitment@capitalone.com

And there’s plenty more to read about us at jobs.capitalone.co.uk/earlycareers—which is also where you can get the ball rolling with your application.