



**CREATING A
BRIGHTER FUTURE
IN PRODUCT MANAGEMENT**

Join us and push the boundaries of Product Management,
One good thing at a time.

QUICK LINKS

01. Things We Care About

02. Benefits & Perks

03. Diversity & Inclusion

04. From Grad to CEO

05. Product Management

06. Early Careers Programme

07. Our Grads

08. Time to Apply

THINGS WE CARE ABOUT.

LOOKING AFTER OUR COLLEAGUES

Our people work hard, and we believe they need to be looked after. Join us and you'll be able to take advantage of a wide range of tailored benefits designed to support your physical, mental, financial and social wellbeing.

GREAT PLACES TO WORK

Nottingham or London – whichever office you join us in, you'll find an inclusive and welcoming space, designed to help you and your team be as productive as possible.

WORKING FLEXIBLY

We have a hybrid working model, so you'll be based in our office 3 days a week on Tuesday, Wednesday and Thursday, and can work from home on Monday and Friday. Many of our associates have flexible working arrangements, and we're open to talking about an arrangement that works for you.

GIVING BACK

We give back to local communities in a number of ways. One example is our strategic partnership with National Numeracy – a charity helping children and adults in the UK to feel more confident with everyday maths.

OUR ENVIRONMENT

As a responsible, transparent and forward-thinking business, we're actively limiting our impact on the environment by being responsible with resources and helping employees, suppliers and customers make greener choices.



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PACKED WITH BENEFITS & PERKS.

We don't have space to cover all the benefits and perks here, but we can give you a taste:

PHYSICAL

Whether you're keeping fit with our free, fully-equipped on-site gym in Nottingham or enjoying the view from our unique London rooftop running track, we've got your physical wellbeing covered. You can also access gym discounts and our Aviva Private Medical Insurance.

MENTAL

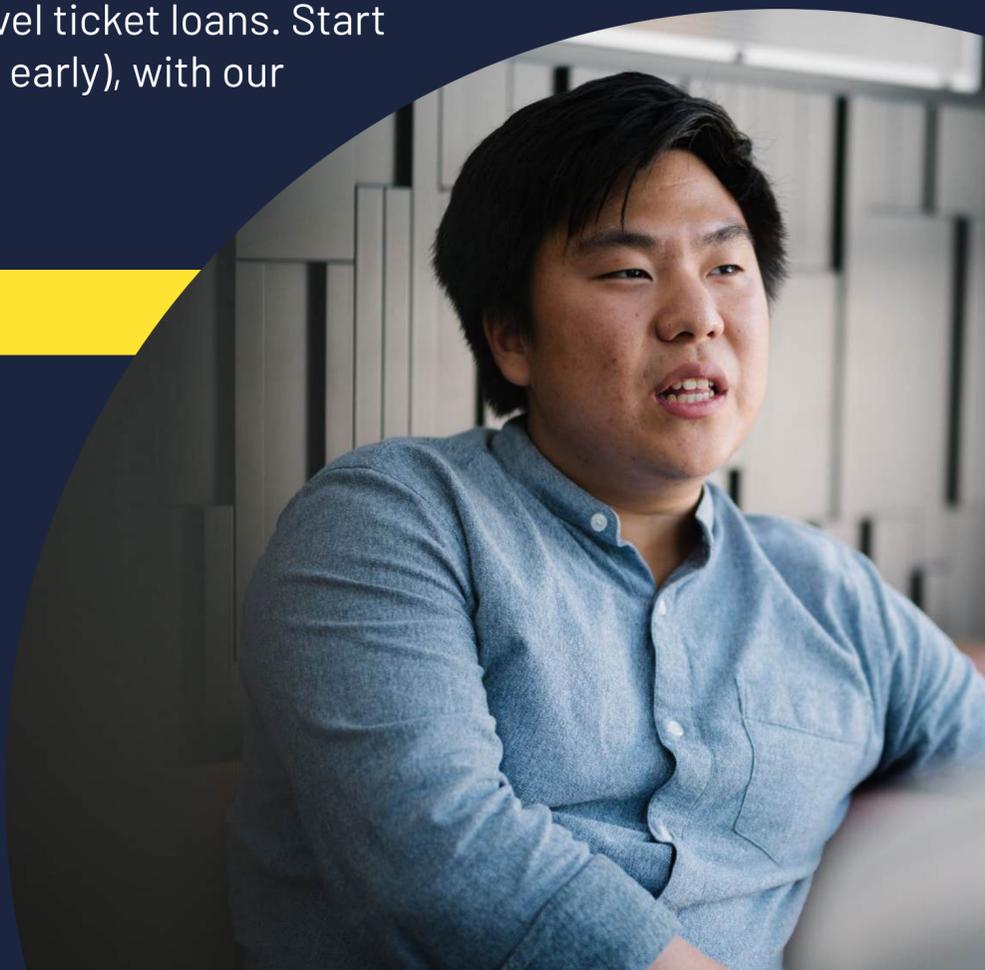
If you need a longer break, you can top up your 25 days' holiday by buying up to five more, and with dedicated care days you don't need to worry about taking time off to care for those you love. Further support is provided in the form of Aviva's Mental Health Pathway service and the Yumatter employee assistance programme, which includes remote, face-to-face and self-directed therapy. We even give you access to a premium meditation app.

FINANCIAL

Cut your costs with an interest-free travel ticket loan and get discounts at lots of high street stores. You can also take advantage of our cycle-to-work scheme, and interest-free travel ticket loans. Start preparing for your future (it's never too early), with our pension and investment schemes.

SOCIAL

You can dance the night away at our annual Capital One summer festival, get to know your team at our office fun days, and get involved in the wide range of corporate social responsibility initiatives where we give back to our local communities.



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EVERYONE BELONGS.

We're interested in hiring the best people, not the same people. So whoever you are, wherever you come from, and wherever your journey is taking you, you'll be welcome here. As much as we champion diversity as a company, it's our people that make our culture the way it is, and you'll play a part in that too!

- We're on **Stonewall's Top 100 list** for leading LGBTQ+ inclusive employers.
- We're a proud sponsor of Nottinghamshire Pride.
- We're supporters of Code First Girls – a community on a mission to transform the tech industry by providing the skills, confidence and inspiration for women and non-binary people to become developers.
- We also partner with 'Women in Banking & Finance', 'Race At Work Charter', 'upReach', 'Inclusive Companies' and many more.



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BUSINESS RESOURCE GROUPS (BRGs).

Here at Capital One we encourage you to seek out groups to help you build your awareness and allyship, and support vital channels for creating opportunities for inclusion and growth.

BRGs are the Capital One version of employee groups. There's a huge range of them, including:

empowHER

to attract and develop women leaders of tomorrow

REACH

a place to celebrate race, equality and cultural heritage

OutFront

to champion LGBTQ+ inclusion and bringing your whole self to work

Equality Allies

for everyone with an interest in diversity, inclusion and belonging

Womenintech

promoting an inclusive environment in technology

UK Green Team

where we champion everything sustainable

Mind Your Mind

our mental health network



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FROM GRAD TO CEO.

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.

Lucy Hagues MBE, 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.



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PRODUCT MANAGEMENT AT CAPITAL ONE.

THIS IS WHERE THE MAGIC HAPPENS.

Our Product Managers are here to help solve customer and business problems. They do this by creating visions and strategies for our products and lead the cross-functional teams who deliver on them.

You will put together a variety of options and approaches to problems, invite different opinions, look at things from every angle and make decisions to help us succeed. Part of your work will involve GAP and trend analysis whilst working collaboratively with people across the business to develop innovative new solutions. You can expect to get involved in technical, business and design issues as you take end-to-end ownership of your products, seeing initial ideas through to delivery.



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CORE PRODUCT MANAGEMENT AREAS.

Here's a little taster of the kind of work you could get involved in:

We need to get the right messages across at the right time. That's where our Marketing Strategy Teams align with **Digital Product Management**.

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

Our **Acquisition Team** attracts new customers and helps to find the best product for them.

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.



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Should a customer face financial difficulty, our **Customer Outcomes Team** support with getting finances back on track.

Our **Innovation Team** ensures we're at the cutting edge of lending technology.

The **Modernisation Team** works to ensure our mobile app is market leading and accessible.

Across these areas, you'll learn new skills and grow your confidence, building the solid foundation you need at the start of your career. You'll become proficient in agile ways of working, and get used to daily stand-ups and collaborative design.

Whatever you're doing, you'll help us build more impactful and engaging tools and services, and deliver an even better customer experience.



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OUR EARLY CAREERS PRODUCT MANAGEMENT PROGRAMME.



When you join, there are many opportunities for fast progression, and you'll be offered great training to support your development in two main areas:

SKILLS DEVELOPMENT

We want to give you the very best start. We'll focus on your development as you settle in to the workplace, take on responsibilities, and learn new skills.

PERSONAL & PROFESSIONAL DEVELOPMENT

Here we encourage you to be self-aware, exploring your strengths, preferences, and career ambitions.



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GET TO KNOW YOUR SUPPORT NETWORK.

A career with us will be challenging and you'll need to work hard to succeed. But, in our business, you'll have a network to support you from day one.

YOUR MANAGER

..will be there as you take your first steps in your career. They'll help you to set your goals, highlight opportunities and celebrate your successes.

YOUR MENTOR

...will help you get settled, then unlock your potential. They'll share their knowledge and experience with you, and introduce you to our various systems and ways of working.

YOUR BUDDY

...will be the first of many connections you make. Any questions, problems, concerns? Ask your buddy – and if they don't have the answer, they'll be able to point you to someone who does.

GRADCOMM

...will empower your personal development, help you grow your network and ensure you have a good time doing it through inclusive and fun events and activities.

GRADCONNECT

...is a group created for female and non-binary graduates, and their allies. Events are informal and a chance to connect with people you might not otherwise meet in your day-to-day work.

12th overall in
**THE BEST 100 STUDENT
EMPLOYERS 2023-24**



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CAN YOU SEE YOURSELF HERE?

MEET SOME OF OUR CURRENT EARLY CAREERS STARS
AND GET A SENSE OF **WHAT YOU COULD ACHIEVE.**

INAYA...



What attracted me the most to Capital One was its **inclusive, diverse and collaborative culture**. Plus, Capital One's investment in graduate development and ongoing training really stood out to me, as it helps us build our skillset effectively and prepare for our careers.



One of the most important things I've learned since joining is to **challenge myself to step out of my comfort zone**. This is where real growth happens, and I've found that pushing myself in this way has opened up many opportunities for learning and development.

No day is the same! The role combines strategy, technology and innovation, allowing me to interact with a diverse stakeholders across the business such as designers, engineers and business analysts. **I enjoy seeing the real-life impact of our decisions on customers** and the opportunity to deliver positive outcomes.



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GLENN...



Collaboration and communication are some of the most important core skills for Product Managers. We work with stakeholders across multiple roles and developing trust and good relationships with them are crucial to succeed as a Product Manager.



My mentor was a great source of support for me in the onboarding process. He helped me understand the business jargon we use, the various processes and systems we use, and that really helped me get up to date with the business as fast as possible.

The variety of features and business projects you could be working on are extremely varied which makes this **role super interesting**.

FREYA...



One thing that I love about being in product is the **opportunity to make a difference** - even as someone who's not been here for long, **I feel like my opinions are listened to and valued**.



Customers are central to everything that happens at Capital One and every day we make decisions around how we can offer the best service and support to them.

The most important thing I've learnt so far is to **make the most of every opportunity** - throw yourselves into discussions, ask lots of questions, get to know as many people as you can - it puts you in a great position going forward to know where you can go for answers.

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WHAT YOU'LL NEED.

Because you'll be working across multiple teams, we'll want to see a **flexibility and aptitude** for learning, development and problem-solving. Analysis requires the ability to see many different points of view and mindsets, so this is a great trait to start with.

During the recruitment process we will be looking to assess your quantitative and analytical skill set, and your judgement in making decisions, but most importantly we want to see your **potential and strengths**. We understand this may be your first role, or that you might not have experience within the sector. And that's okay, we don't expect you to be knowledgeable about the ins and outs of the industry – just **enthusiastic and a quick learner**.

THE PROCESS.

To ensure a flexible and accessible process, every stage will be conducted virtually. You'll also have a dedicated recruiter to support you throughout and answer any questions you might have.

1 **SUBMIT YOUR APPLICATION**

2 **ONLINE ASSESSMENTS**

3 **VIDEO INTERVIEW**

4 **PRODUCT INTERVIEW**

5 **ASSESSMENT DAY**

6 **OFFER!**



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HANDY HINTS FOR ACING YOUR APPLICATION.

? BE CURIOUS

Always ask questions. That's the best way to understand if this is the right programme and the right company for you.

♥ BE YOURSELF

At Capital One, you're valued as an individual for who you are and what you can bring. So don't ever feel you have to put on a front, or that you can't be your true self

🔍 DO YOUR RESEARCH

We're not really interested in hearing you regurgitate our FIRM's history. Instead, we want to know what interests you about Capital One. Why have you applied?

👤 USE YOUR RECRUITER

Your recruiter is your doorway into the business. They are there to advise and support you through the process and beyond, so make use of this opportunity.

TIME TO APPLY.

START YOUR APPLICATION HERE:





THAT'S **One** GOOD THING.