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Graduate Capacity Optimisation Analyst

Student Loans Company

Apply before 11:35 pm on Friday 27th February 2026



Reference number

447984

Salary

£27,878

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Other

Contract type

Fixed term

Length of employment

24 months

Business area

SLC - Operations

Type of role

Other

Working pattern

Full-time

Number of jobs available

1

Contents

Location

About the job

Benefits

Things you need to know

Apply and further information

Location

Darlington, Glasgow, Llandudno

About the job

Job summary

Your Future Starts here

Student Loans Company is a non-profit making Government-owned organisation to provide loans and grants to students in universities and colleges in the UK. Since 1989, we have enabled our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Our Values

Culture is at the heart of everything we do at SLC and we are guided by our five values which help make SLC a great place to work:

Honesty: We act with integrity and transparency, sharing information openly and addressing challenges with courage.

Empowerment: We enable people to take initiative, make impactful decisions, and continuously learn and grow.

Accountability: We deliver on commitments, own our successes and mistakes, and strive for quality outcomes.

Respect: We value diverse perspectives, actively listen, and create an inclusive environment where everyone belongs.

Trust: We collaborate across teams, build dependable relationships, and work as one to deliver for our customers.

These values are more than words they guide our decisions, shape our collaborations, and strengthen our impact on the students we serve.

Job description

About the role

This is a fantastic opportunity to work in a fast-paced, collaborative environment where the focus is to deliver progress, not perfection and where

dedication, innovation, embracing curiosity and teamwork underpin everything we do.

Capacity Optimisation are responsible for Forecasting, Scheduling, Real Time Management and Workload Management of Student Finance Advisors/ Officers across front and back-office Operations directorate, utilising IEX Workforce Management (WFM) solution alongside Avaya CMS for call routing, OPX and Salesforce for processing work routing, and Salesforce for self-serve/ Live chat routing.

You will support the delivery of key projects and initiatives within the Operational Optimisation, Enablement, and Knowledge division. As part of a 24-month rotational programme, you will gain exposure to critical business activities while developing core skills aligned to real-time management, scheduling, forecasting and work loading responsibilities. Through structured learning modules and on-the-job experience, you will build technical knowledge, strengthen professional capabilities, and contribute to achieving business objectives.

You will manage on-the-day performance including workload assignment, create and maintain schedules, and forecast future demand to enable consistent and efficient service for customers. You will also have exposure to Enablement/Knowledge responsibilities which support the main capacity optimisation responsibilities.

You should bring fresh thinking as you rotate through the individual departments and work closely with experienced colleagues, receiving mentorship, and actively participating in projects that drive value for the organisation.

Person specification

What you bring:

Essential

Degree-level qualification in Business Management, Administration, Mathematics, Statistics or related field at 2.2 or above, anticipated by Summer 2026 or gained within the last two years

The ability to

- communicate and collaborate effectively with colleagues and customers by actively listening, delivering quality information timely
- manage, interpret, and use data to support decision making and drive effective outcomes
- use digital tools and technologies to communicate, access information, and solve problems
- identify, assess and manage risks to minimise potential impacts
- demonstrate readiness to new ways of working and remain effective in ambiguous situations while identifying opportunities for continuous improvement
- work under pressure and adapt quickly to changing priorities.

Strong analytical skills

Desirable

Knowledge of resource planning, scheduling, or forecasting demonstrated by education or placements/previous experience

Awareness of contact centre metrics and workforce planning demonstrated by education or placements/previous experience

Understanding or knowledge of relevant technologies, software and tools commonly used in back-office processing, such as document management systems, workflow automation tools, or specific industry software through education or placements/previous experience

Benefits

Alongside your salary of £27,878, Student Loans Company contributes £8,076 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

You can expect more from a career with SLC. We support colleagues to unlock their potential through our Career Pathways development programme and offer an excellent benefit and rewards package that includes:

28 days annual leave plus 8 public holidays

Option to buy/sell annual leave

Flexi-time and enhanced flexible working options available

Option to join the Civil Service pension scheme

Life insurance cover for 4 x annual salary

Enhanced company sick pay and family leave including maternity, paternity and adoption

Contributory lifestyle benefit options including discounts at hundreds of retailers, cycle to work scheme, access to the Civil Service Sports and Leisure Club for discounted gym memberships, and an optional dental insurance scheme

To find out what it's like to work at Student Loans Company click here [SLC Careers](#)

Things you need to know

Artificial intelligence

Artificial intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and internal candidates may be subject to disciplinary action. Please see our [candidate guidance \(opens in a new window\)](#) for more information on appropriate and inappropriate use.

Selection process details

Further Information

We will be hosting two information webinars for candidates who would like to know more about the Change Assurance and Lean programme and the recruitment process. If you would like to attend, please register for one of the sessions below:

Thursday 5th February 4.30pm-5.30pm Use this link to join the call at 4:30pm. You do not need to register beforehand. If you have problems joining the session please choose the option to join without an account.

Tuesday 24th February 4:00pm - 5:00pm - please email and we will send you a link to join.

The Legal Bits

We'll need you to confirm you have the right to work in the UK. If we offer you a job and you accept, there are some background checks we need to complete before you can start with us. This will include employment history, criminal record check, credit reference check and fraud check.

SLC are committed to ensuring our recruitment processes are inclusive for all candidates and will make reasonable adjustments for those who consider themselves to have a disability or long-term condition in line with the Equality Act 2010. Our application process provides candidates with the opportunity to request reasonable adjustments but if you would like to discuss this in more detail, please email ask_recruitment@slc.co.uk.

Feedback will only be provided if you attend an interview or assessment.

Security

Successful candidates must undergo a criminal record check.

People working with government assets must complete baseline personnel security standard (opens in new window) checks.

Nationality requirements

This job is broadly open to the following groups:

UK nationals

nationals of the Republic of Ireland

nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\) \(opens in a new window\)](#)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

[Further information on nationality requirements \(opens in a new window\)](#)

Working for the Civil Service

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Diversity and Inclusion

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan \(opens in a new window\)](#) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

Apply and further information

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

Contact point for applicants

Job contact :

Name : Emerging Talent Team

Email : Emerging_Talent@slc.co.uk

Recruitment team

Email : Emerging_Talent@slc.co.uk

