

What's it all about

As part of the People Development team, you will support the creation, updating and coordination of learning content that builds capability across NHG.

Reporting to the Learning Design & Systems Manager, you will develop and update learning materials across digital, face-to-face and intranet formats, and project-manage outsourced learning development with external providers. You will work with colleagues across People Development and operational SMEs to ensure learning is accurate, accessible and aligned with NHG's values, compliance needs and service expectations.

How you'll make a difference

You will help ensure colleagues across NHG have access to high-quality, accurate and practical learning that supports performance, compliance and development. By creating and updating learning materials across digital, face-to-face and intranet formats, and by coordinating outsourced learning projects, you will enable a scalable and sustainable learning offer that reflects NHG's values and service expectations. Through strong collaboration with colleagues across People Development and operational SMEs, you will help ensure content is relevant, easy to use and aligned with organisational needs, contributing directly to colleague readiness and excellent resident-focused outcomes.

How you'll do it

You'll work with colleagues across People Development and operational subject-matter experts to gather information, shape content requirements and create clear, user-focused learning materials. You will produce and update learning content across digital, face-to-face and intranet formats, ensuring it is accurate, accessible and aligned with NHG's values, compliance needs and service expectations. You'll work closely with the Learning Experience Designer to maintain design consistency, prepare storyboards and develop supporting assets for digital and face-to-face learning. You'll coordinate outsourced learning projects, working with external providers to ensure content is scoped, developed and delivered to agreed standards and timescales. Throughout, you'll support the

Learning Design & Systems Manager with prioritisation, quality checks and content governance, while working with the Learning Systems Specialist to ensure digital materials are structured and ready for LMS deployment.

Learning Content & Development (45%)

- Create and update learning materials across digital, face-to-face and intranet formats, including PowerPoint decks, facilitator guides, workbooks, toolkits and supporting resources
- Work closely with the Learning Experience Designer to prepare storyboards, develop supporting assets and maintain consistency with agreed design standards
- Produce clear, accurate and user-focused content that reflects NHG's values, behaviours, service expectations and compliance or competence needs
- Develop simple digital learning content (e.g., Articulate Rise pages, micro-learning, visual assets) and make updates to existing modules under direction from the Learning Design & Systems Manager
- Update and maintain People Development intranet pages and learning libraries, ensuring content remains accurate, accessible and easy for colleagues to navigate
- Adapt and format content for different audiences and delivery methods, ensuring materials are scalable, sustainable and aligned with NHG design patterns

Outsourced Learning Project Management (45%)

- Coordinate outsourced learning projects, working with external providers to support scoping, timelines, materials and deliverables agreed with the Learning Design & Systems Manager
- Act as a day-to-day contact for external designers, ensuring information, materials and feedback are shared clearly and on time
- Review draft content from suppliers for accuracy, clarity, accessibility and alignment with NHG's design standards, escalating queries or risks where required

- Track progress, version control and deadlines to ensure outsourced projects remain on schedule and meet agreed quality expectations
- Prepare supporting materials, assets and source content to brief external providers effectively, ensuring they have what they need to deliver high-quality outputs
- Help integrate outsourced learning into NHG's curriculum and LMS, working with the Learning Systems Specialist and Learning Experience Designer to ensure smooth deployment

Collaboration, QA & Systems Support (10%)

- Work with L&D Partners, Talent & Performance, Early Careers & Apprenticeships, EDI & Wellbeing and the Orientation & Induction team to ensure learning content reflects current capability, cultural and service expectations
- Collaborate with operational subject-matter experts to verify technical accuracy and ensure content reflects real workplace practice
- Support quality assurance by reviewing content for clarity, accuracy, alignment to design standards and adherence to compliance, competence and conduct requirements
- Work with the Learning Systems Specialist to structure digital content for LMS deployment, ensuring materials are labelled, version-controlled and easy for colleagues to access
- Maintain content libraries, templates and intranet pages, ensuring materials are current, consistent and aligned with the broader learning curriculum
- Provide administrative and coordination support to the Learning Design & Systems Manager to help prioritise design requests and maintain efficient workflow across the team

All about you

Essential knowledge, experience and skills including qualifications and professional membership

- Experience creating and updating learning content across digital, face-to-face and intranet formats, including PowerPoint, templates, toolkits and supporting materials
- Ability to use tools such as Articulate Rise, PowerPoint, Canva or similar platforms to produce clear, user-friendly learning resources
- Experience supporting outsourced learning development or coordinating suppliers, including reviewing drafts and managing updates
- Understanding of instructional design principles, accessibility requirements and basic user-experience considerations
- Experience coordinating or project-managing learning development activity, including working with external suppliers or outsourced design partners

Skills & Attributes

- Highly organised, able to manage multiple requests, track progress and work to agreed timelines
- Strong attention to detail, ensuring accuracy, consistency and clarity across all materials
- Collaborative and proactive, with the ability to build positive relationships across People Development and operational teams
- Creative and practical, with a focus on producing learning content that is easy to understand and use
- Passionate and personally committed to NHG's values, inclusion and a positive colleague experience

Qualifications

- Relevant experience in learning support, content development, digital learning, instructional design or a related field.
- Learning design, digital learning or project coordination qualifications are desirable but not essential