

Learning Experience Designer



Working better together
for our residents

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What's it all about

As part of the People Development team, you will design high-quality, engaging and scalable learning solutions that build capability across NHG.

Reporting to the Learning Design & Systems Manager, you will work with colleagues across People Development and operational subject-matter experts to translate capability needs into effective learning content. You will create digital, blended and face-to-face learning materials that reflect NHG's values, support performance and compliance requirements, and give colleagues the knowledge and skills they need to deliver excellent, resident-focused services.

How you'll make a difference

You'll work with colleagues across People Development and subject-matter experts to understand capability needs and translate them into clear, engaging and well-structured learning content. You will design digital, blended and face-to-face learning using tools such as Articulate 360, Captivate and PowerPoint, ensuring content is accessible, user-focused and aligned with NHG's values and standards. You'll collaborate with the Learning Design & Systems Manager to prioritise work and maintain design consistency, while working with the Learning Systems Specialist to ensure digital content is optimised for the LMS. Throughout, you will apply strong instructional design practice and contribute to a scalable, sustainable and high-quality learning offer.

How you'll do it

You'll work closely with L&D Partners, Talent & Performance colleagues, Early Careers & Apprenticeships, EDI & Wellbeing, the Orientation & Induction team, HRBPs and subject-matter experts to understand capability needs and translate them into clear, engaging and well-structured learning content. You will design digital, blended and face-to-face learning using tools such as Articulate 360, Captivate and other multimedia platforms, ensuring content is accessible, user-focused and aligned with NHG's values and learning standards. You'll collaborate with the Learning Design & Systems Manager to prioritise work, maintain design consistency and support continuous improvement, while working

alongside the Learning Systems Specialist to ensure digital content is optimised for deployment in the LMS. Throughout, you will apply strong instructional design practice, contribute creative ideas and help ensure NHG's learning offer is scalable, sustainable and high-quality.

Learning Design & Development (90%)

- Design and develop high-quality digital, blended and face-to-face learning content using tools such as Articulate 360 (Storyline, Rise), Adobe Captivate, PowerPoint and other multimedia platforms, ensuring learning is engaging, accurate and accessible
- Create storyboards, scripts, facilitator decks, workbooks, toolkits, intranet pages and other learning materials that translate capability needs into structured, practical learning experiences
- Apply strong instructional design, adult-learning principles and user-experience (UX) design to ensure all content is clear, intuitive and supports colleague performance
- Produce learning resources that reflect NHG's values, behaviours and service expectations, and which support compliance, competence and conduct requirements
- Adapt content for different audiences and formats, including PowerPoint and PD intranet pages, ensuring solutions are scalable, accessible and aligned to design standards
- Test and refine learning prototypes, gathering feedback from colleagues and SMEs to improve usability and experience

Collaboration & Requirements Gathering

- Work with L&D Partners, Talent & Performance, Early Careers & Apprenticeships and EDI & Wellbeing colleagues to understand capability, behavioural and cultural needs and translate them into clear learning requirements
- Partner with the Orientation & Induction team to design and update induction content, ensuring alignment with the wider curriculum
- Collaborate with operational subject-matter experts to gather accurate technical, role-specific and service-related information

- Shape content briefs with the Learning Design & Systems Manager to ensure requests are well-defined and aligned to organisational priorities
- Translate requirements into storyboards, scripts and structured learning journeys using strong instructional design methods
- Maintain close working relationships across People Development to ensure design work supports performance, induction, talent and EDI priorities

Quality, Standards & Continuous Improvement

- Ensure all learning content meets NHG's design standards, accessibility requirements and competence and conduct expectations]
- Contribute to peer-review processes, checking content for clarity, accuracy, usability and instructional integrity
- Maintain consistent design patterns, templates and visual standards across digital, face-to-face and intranet formats
- Use feedback and learner insights gathered by L&D Partners, O&I and operational teams to refine and improve content
- Support updates to existing learning materials to keep the curriculum current, scalable and sustainable
- Identify opportunities to enhance learning through new design techniques, improved UX and emerging digital tools

Systems & Digital Learning

- Work with the Learning Systems Specialist to prepare digital content for LMS upload, ensuring SCORM/xAPI compliance and technical quality
- Test digital learning modules for functionality, accessibility and user experience, resolving issues where required
- Apply best practice in digital learning design, including accessibility standards, mobile responsiveness and intuitive navigation
- Use authoring tools such as Articulate 360, Captivate and multimedia platforms to create interactive digital content
- Support the maintenance of digital learning libraries and PD intranet content, ensuring resources remain current and accessible

- Liaise with the Learning Systems Specialist to ensure digital content is tagged, structured and maintained correctly within the LMS

All about you

Essential knowledge, experience and skills including qualifications and professional membership

- Experience designing digital, blended and face-to-face learning content using authoring tools such as Articulate 360, Adobe Captivate, PowerPoint and multimedia platforms
- Strong understanding of instructional design, adult-learning principles, accessibility standards and user-experience (UX) design
- Experience translating capability or behavioural needs into high-quality learning content through close collaboration business partners and operational SMEs
- Knowledge of statutory, mandatory or competence-related learning requirements relevant to operational or resident-facing roles

Skills & Attributes

- Creative and detail-focused designer with strong visual, written and digital content creation skills
- Confident collaborator able to work with a range of stakeholders and translate complex information into clear learning experiences
- Highly organised, able to manage multiple design requests and deliver high-quality content to agreed timelines
- Personally committed to NHG's values, inclusion and a positive colleague experience

Qualifications

- Relevant experience in instructional design, digital learning, learning experience design, multimedia design or similar field.
- Qualifications in learning design, digital learning, UX, or a related area are desirable but not essential