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What's it all about

As part of the People Development team, you will lead the Design & Systems team, creating a high-quality, scalable and sustainable learning offer that builds capability across NHG.

Reporting to the Head of Learning & Development, you will own the curriculum design of technical, skills, behavioural and compliance learning, ensuring content is aligned to NHG's values, service expectations and competence and conduct requirements.

You will lead a team of 3 specialists to prioritise requests, govern design quality and ensure learning is consistent, accessible and effective across the organisation.

You will provide strategic oversight of the Learning Management System (LMS), working closely with the Learning Systems Specialist, who acts as system product owner, to ensure the LMS supports compliance, capability development and a seamless colleague experience.

How you'll make a difference

You will strengthen NHG's capability by creating a clear, consistent and scalable learning offer that supports performance, compliance and colleague development across all directorates. By leading the curriculum design for technical, skills, behavioural and compliance learning, you will ensure colleagues receive content that reflects NHG's values, service expectations and competence and conduct requirements.

How you'll do it

You'll work closely with L&D Partners, HRBPs, Talent & Performance Partners, operational leaders and subject-matter experts to ensure learning needs are clearly understood, prioritised and translated into high-quality, scalable and sustainable learning solutions.

You will lead and support a team of three specialists to design and govern NHG's technical, skills, behavioural and compliance learning, ensuring all content is accurate, accessible and aligned with NHG's values and competence and conduct requirements.

You'll provide clear direction, coaching and quality oversight to your team, while maintaining strong design governance and an efficient prioritisation process. Working closely with the Learning

Systems Specialist, you will provide strategic oversight of the LMS to ensure the platform supports capability development, compliance needs and a seamless colleague experience. Throughout, you'll champion design standards, innovation and continuous improvement across the learning offer.

Design Governance & Curriculum Leadership

- Coordinate the design and development of NHG's learning curriculum across technical, skills, behavioural and compliance areas, ensuring content aligns with organisational priorities, values and competence and conduct requirements
- Guide and support the creation of scalable, accessible and sustainable learning solutions, ensuring they reflect best practice in instructional and digital design
- Maintain and apply design standards, frameworks and methodologies so that all learning content is consistent, accurate and user-focused
- Quality-check and refine learning content produced by the Learning Experience Designer and Learning Specialist, providing clear feedback to improve impact and consistency
- Work closely with L&D Partners to clarify learning needs and shape design requirements that address skills, behaviour and service expectations
- Contribute to the development and integration of capability frameworks into learning pathways, ensuring content supports performance, compliance and development needs

Collaboration & Stakeholder Alignment

- Work closely with L&D Partners, T&P Partners and HRBPs to understand capability needs, behavioural expectations and talent insights, ensuring learning content supports performance, leadership and development priorities across NHG
- Partner with operational leaders across directorates to ensure technical, behavioural and service-related content reflects current operational realities, compliance requirements and service standards

- Collaborate with subject-matter experts to gather accurate, up-to-date technical information and ensure specialist content is reflected clearly and effectively in learning materials
- Maintain strong alignment with the Learning Partnering & Delivery Manager to ensure design activity supports delivery requirements and provides a consistent colleague learning experience
- Work with the Orientation & Induction Team to keep induction content accurate, engaging and consistent with the broader learning curriculum, supporting a seamless day-1-plus new-starter experience
- Build effective relationships across People Development and the wider organisation to support a joined-up, values-aligned approach to capability, leadership and performance development

Systems & LMS Oversight

- Provide strategic oversight of NHG's Learning Management System (LMS), ensuring it effectively supports capability development, statutory and mandatory learning, and a positive colleague experience across the organisation
- Work closely with the Learning Systems Specialist, who acts as system product owner, to maintain system integrity, structure and usability, ensuring learning content is accurate, well-organised and accessible
- Ensure the LMS enables accurate tracking and reporting of compliance learning, supporting audit readiness and alignment with competence and conduct requirements
- Support the ongoing development of NHG's digital learning environment, identifying opportunities to enhance functionality, improve user experience and strengthen learning impact
- Coordinate with Design & Systems and Partnering & Delivery colleagues to ensure digital learning content is uploaded, tested and maintained to high quality standards

All about you

Essential knowledge, experience and skills including qualifications and professional membership

- Experience designing or overseeing the design of learning solutions, including technical, skills, behavioural and compliance content, ideally within a complex organisation
- Strong understanding of learning design methodologies, digital learning principles and accessibility standards
- Experience working with HRBPs, L&D Partners, operational leaders and SMEs to translate capability needs into high-quality learning content
- Knowledge of statutory, mandatory and competence-related learning requirements relevant to operational and resident-facing roles
- Experience working with or overseeing Learning Management Systems (LMS), with the ability to guide LMS strategy, structure and content governance

Skills & Attributes

- Strong people-leadership capability with the ability to coach, guide and support a multi-disciplinary design and systems team
- Excellent planning, prioritisation and problem-solving skills, able to balance multiple workstreams and deliver high-quality outputs at pace
- Confident communicator able to explain design principles, influence stakeholders and shape clear, practical learning requirements
- Creative, curious and committed to continuous improvement, innovation and colleague experience

Qualifications

- Relevant experience in learning design, digital learning, instructional design or learning technologies
- CIPD, learning design qualification or equivalent experience is desirable but not essential



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- CIPD or equivalent experience is desirable but not essential (or willingness to work towards one)