

L&D Design Assistant

Job Description



The purpose of your role in Our Co-op

Are you passionate about digital learning, systems, and content creation? Join our collaborative L&D team and help shape an engaging learning experience for 3,500+ colleagues. As a Learning & Development Design Assistant, you will play a critical role in supporting the design, delivery, and management of our digital learning experiences. This role blends technical administration of our Learning Management System (LMS) with creative content design and some stakeholder collaboration to ensure seamless access to impactful learning. You'll also leverage data and analytics to support the continuous improvement of the learner experience.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The Talent and Culture Team (part of the People Team) is responsible for acquiring, retaining and developing talent in our business. Our work reaches all colleagues, and we are known for being collaborative, innovative, and inspiring in our approach.

Working specifically within the Learning & Development Team, you'll join a small but passionate team who are focused on transforming learning in our Co-op, with exciting plans for the future and opportunities to develop.

Things you need to know

This is a hybrid-working position which will require you to balance time in our office, a minimum of three days and working from home, the arrangements of which will be discussed at the Interview.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

Your reporting lines

Location

Wherstead Park,
Ipswich, Suffolk, IP9 2BJ

Department

Central Office, Talent & Culture

Reports to

Senior Learning Consultant, Jeremy Usher



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What you will be working on at Our Co-op

1. LMS Administration

You will be responsible for tasks relating to the daily operation of our LMS, which includes uploading courses, managing users, generating reports, and ensuring the platform runs smoothly. You will monitor system performance, troubleshoot any issues, and liaise with technical support when necessary. Data accuracy will be key as you track learner progress and generate regular reports for stakeholders, ensuring that our LMS continues to meet business needs.

2. Analytics and Evaluation

Using LMS data, learner feedback, and course analytics, you will assess the effectiveness of our training programs. You will produce insights and regular reports on learner engagement, completion rates, and performance outcomes. Additionally, you will identify trends, gaps, and areas for improvement, contributing to the continuous enhancement of our learning design and delivery, with data-driven decisions guiding the way forward.

3. Digital Course Design

In this role, you will support the design and development of digital learning content using tools such as Articulate Rise, Storyline, and Adobe Creative Cloud (including Photoshop and Premiere Pro). You will also incorporate AI tools for video production and interactive content to enhance learner engagement and provide a modern, innovative approach to learning experiences. Your focus will be to support the production of visually polished, accessible, and brand-aligned digital learning assets.

4. Stakeholder Collaboration

Working closely with colleagues across the business, providing support and guidance to team members on the effective use of the LMS and manage feedback and continuous improvement cycles, ensuring that our digital learning content evolves to meet changing business requirements.

5. Content Management

You will regularly update and maintain the LMS course catalogue, ensuring that courses are current, relevant, and appropriately tagged for easy search and access. Ensuring that all learning content is accessible, visually appealing, and technically sound will be a priority as you maintain the integrity and quality of our digital resources.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values