

Learning Assistant

Job Description



The purpose of your role in Our Co-op

As a Learning 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, we advocate a learning culture that empowers our colleagues to be their best.

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



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.

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What you will be working on at Our Co-op

1. LMS Administration

- Responsible for the day-to-day running of the LMS, including course uploads, user management, system maintenance, and reporting. You'll monitor performance, resolve issues, and ensure data accuracy to support learner tracking and business reporting needs.

2. Analytics and Evaluation

- Use LMS data and learner feedback to evaluate training effectiveness. You'll provide insights on engagement, completion, and outcomes, identifying trends and gaps to drive continuous improvement in learning delivery.

3. Digital Course Design

- Support the creation of engaging, accessible digital learning using tools like Articulate Rise, Adobe Creative Cloud, and AI-based solutions. Ensure content is visually appealing, brand-aligned, and modern in its approach.

4. Stakeholder Collaboration

- Work with teams across the business to guide LMS usage, gather feedback, and support ongoing content improvements, ensuring learning solutions stay aligned with evolving business needs.

5. Content Management

- Maintain and update the LMS course catalogue, ensuring content remains current, easy to access, accessible, and high quality in both design and function.

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