Job Description - Content Designer - Learning Experience and Technology (LXT), CIO Portfolio

About the role

Learning Experience and Technology (LXT) contains teams that work together collaboratively to design, deliver, and manage a sustainable and unified end-to-end learner experience of technology. We are responsible for the management and development of the Open University's award-winning digital learning environments. Our goal is to create great user experiences, applying professional digital product management standards to enable our colleagues to realise their teaching vision and allow students to achieve their learning objectives.

We are looking for Content Designers who will create great online user experiences by designing engaging content. This is an exciting opportunity to contribute your content design skills and experience to develop help and guidance resources for OU students, staff, and other users in a variety of topics. Applying user-centred design principles, you will assess the needs of our users to design and produce engaging tailored content and update existing resources. You will also be able to support and guide colleagues in the development and publication of accurate help and support guidance.

Key Responsibilities

- Assess the needs of OU students, staff, and other users to design, create, edit, and deliver online help and support content on a variety of OU platforms and channels.
- Create, review, and maintain online help and support content so that users have access to accurate, consistent, and up-to-date information.
- Provide content design and editorial support to other team members.
- Translate university processes and systems into user-friendly language, creating appropriate outputs that uses understandable terminology.
- Provide operational and line management support for colleagues in the team.
- Work with key stakeholders, subject matter experts and colleagues to assess, organise and update changes to online support content as needed.
- Plan and manage tasks for content development projects from initiation to completion, working with internal colleagues and external consultants as appropriate.
- Liaise with internal colleagues and external consultants, including product and business owners, subject matter experts, authors, editors, and designers to develop and publish content.
- Monitor feedback and relevant data to identify and analyse issues. Recommend and implement improvements to content.
- Contribute to the establishment, maintenance and improvement of team processes, templates, and guidance to ensure content design and development is consistent and adheres to style, accessibility, and usability good practice.

Skills and experience

- Undergraduate degree/equivalent, or work experience at a comparable level.
- Knowledge of contemporary open and distance learning, educational technology, and media production.
- Proven experience of structuring and producing user-centred content for the online environment using a range of online techniques and media.
- Proven experience of analysing the needs of different audiences and producing content tailored to those needs.
- Demonstrates editorial skills and/or UX writing.
- Proven experience of updating or re-versioning existing content in response to technical, guidance or policy changes and developments.
- Demonstrates excellent writing skills and attention to detail to ensure content is accurate and error-free.
- Experience of analysing feedback and data to identify issues, propose and implement improvements.
- Experience of supporting others in the development and publication of online content.
- Demonstrates effective communication skills and the ability to express views and ideas both verbally and in writing.
- Demonstrates an understanding of UX design principles (e.g., meeting user needs, hierarchy, consistency, context, confirmation, user control, feedback).
- Demonstrates knowledge of accessibility and usability requirements for the design and delivery of online content.
- Proven experience of working with learning or content management systems, such as Moodle, Drupal, or SharePoint.
- Proven Microsoft Office skills.
- Able to work independently and as part of a team, prioritise own workload and manage concurrent projects.
- Experience of working with colleagues from other teams as part of a large, cross-unit team to produce creative solutions within large organisation
- Demonstrates a willingness to develop positive working relationships with colleagues across an organisation.
- Able to work well under pressure and respond to change in a flexible and positive manner.
- Commitment to continuous personal development of the knowledge and skills related to design and delivery of online content and learning support.
- Commitment to equality and diversity, which is key to fulfilling the University's mission to be open to people, places, methods and ideas.