The Insurance Institute

Title of Position:	**eLearning Content and Support Specialist**
Department/Team:	Online Learning and Innovation
Location:	Insurance Centre, 5 Harbourmaster Place, IFSC, Dublin 1
Reports To:	Head of Online Learning and Innovation

Purpose

We are seeking an eLearning Content and Support Specialist to join our Online Learning and Innovation team. The purpose of this full-time post is to design, develop, and maintain high-quality, accessible eLearning content using Articulate 360 (Storyline and Rise). The successful candidate will ensure that all learning materials are inclusive, engaging, and aligned with accessibility and instructional design standards to support meaningful and impactful learning experiences, as well as the ongoing administration and optimisation of eLearning initiatives and systems that delivers on effective learning experiences.

The Insurance Institute's Vision, Misson and Values

The Insurance Institute prides itself on being the professional body educating the insurance profession since 1885. We are an ambitious company placing high value on the impact that professional education and training brings to members within the insurance industry.

Our Mission
To educate, inspire and connect insurance professionals

Our Vision
A proud community of insurance professionals, dedicated to lifelong learning.

Our Values
- The power of **Lifelong Learning**
- Importance of achieving advanced Technical Insurance **qualifications**
- Supporting our **diverse Community of Learners**
- Our belief in the importance to society of trusted **Insurance professionals**
- Insurance is a rewarding and sustainable **career choice**
- Embracing **innovation and agility**

The Job

This position is ideal for an eLearning professional with a solid background in developing and maintaining digital learning content, with a particular focus on accessibility standards and supporting the maintenance of the learning management system. In this role, you will take ownership of content creation and updates, ensuring all materials meet web content accessibility guidelines (WCAG) and contribute to the delivery of engaging, inclusive online learning experiences on the learning management system.

Reporting directly to the Head of Online Learning and Innovation, you will collaborate with a fellow team member and work with colleagues across education and technology teams to deliver high-quality learning resources that support the organisation's learning strategy and evolving needs.

Responsibilities of the Post

The role of the eLearning Content and Support Specialist includes but is not limited to the following key responsibilities:

Content Development & Maintenance

- Design, develop, and maintain engaging and accessible eLearning modules and multimedia content using Articulate Storyline and Rise.
- Collaborate with subject matter experts (SMEs) and internal stakeholders to gather information, create or update course materials, and ensure instructional quality and relevance.
- Apply WCAG accessibility standards and universal design principles across all learning content.
- Edit, proofread, and format content (text, images, audio, video) to maximise usability, clarity, and learner engagement.
- Incorporate learner feedback and evaluation data to improve and iterate on course content.

Project Coordination & Collaboration

- Manage or contribute to eLearning development projects, ensuring timelines, milestones, and resources are aligned for on-time delivery.
- Liaise proactively with stakeholders to clarify requirements, provide progress updates, and maintain alignment with project goals.
- Maintain clear documentation of workflows, content updates, and version history to support smooth team operations.

Learning Management System (LMS) Integration

- Support LMS setup, configuration, and publishing of eLearning content (including associated course materials), ensuring proper file formats (e.g. SCORM, MP4, MP3, PNG) and version control.
- Monitor learner progress, completion rates, and engagement metrics to inform reporting and identify content improvements.
- Troubleshoot LMS content delivery issues in collaboration with technology, education, or member service teams as needed.
- Assist in training, guidance, and support to staff on effective use of eLearning technologies and tools.

Quality Assurance (QA) & Testing

- Perform QA testing including functional checks, accessibility validation, and User Acceptance Testing (UAT).
- Identify and log any content or technical issues and coordinate timely resolution.
- Ensure all eLearning deliverables meet internal standards for accessibility, interactivity, and usability.

Continuous Improvement & Innovation

- Stay current with trends in digital learning, accessibility, instructional design, and eLearning technologies, including AI-enhanced learning tools.
- Contribute to the development of internal guidelines, templates, and best practices to improve workflows and learning impact.

KEY REQUIREMENTS:

Experience

Essential:

- At least 5 years' experience in eLearning content development or instructional design.
- Proficiency with tools like Articulate Storyline, Rise, and Microsoft Office Suite.
- Solid understanding of accessibility standards (e.g. WCAG) and their application in digital learning.
- Experience working with Learning Management Systems (LMS) for course setup, content publishing, and technical troubleshooting.
- Strong attention to detail, QA focus, and ability to collaborate in cross-functional teams.

Desirable:

- Experience with LMS platforms (e.g. Moodle, Brightspace) in an admin or content role.
- Familiarity with multimedia tools (e.g. basic video/audio editing or Canva).
- Understanding of QA testing for interactivity and accessibility.
- Awareness of assistive technologies (e.g. screen readers).

Education & Experience:

- A relevant qualification in Instructional Design, Digital Learning, or similar or equivalent. professional experience (5+ years).
- Experience supporting or coordinating learning projects is a plus.

Skills & Attributes

The successful candidate must be able to demonstrate the following:

- **Detail-oriented**: High accuracy when designing, editing, and maintaining eLearning content, with a strong focus on accessibility, consistency, and version control.
- **Collaborative approach**: Proven ability to work effectively in cross-functional teams, communicate clearly, and provide and receive feedback constructively.
- **Adaptability and initiative**: Comfortable working across varied tasks, tools, and technologies. A self-starter with strong problem-solving skills, intellectual curiosity, and a positive, proactive attitude.

Renumeration & Benefits

As well as a competitive remuneration package the Institute's commitment to bringing out the best in people not only extends to our members but also to our employees. The salary for this position is up to €45,000.

The following benefits apply either immediately or after a successful six-month probation period:
- Hybrid working
- Flexitime working
- Pension Scheme
- Private Health Insurance
- Business Attire Allowance
- Birthday Holiday
- Group Life Assurance/Death in Service
- Permanent Health Insurance
- Performance Management Review to include annual performance bonus and salary review
- Learning and Development including Education Support
- Employee Assistance Programme
- Funded Social Events through Employee Engagement

Inclusivity Statement

The Insurance Institute is committed to creating a diverse environment and is proud to be an equal opportunity employer.

Accessibility

In line with our policies, the Institute is committed to providing reasonable adjustments for candidates in our recruitment process. If you need assistance or any adjustments, please contact Head of People & Culture, Lorraine Thornton, in complete confidence at: lthornton@iii.ie.

Any information disclosed will be treated as confidential and will not be used for the purpose of screening and selection.

Apply for this job

Completed applications to include both a CV and cover letter can be submitted to hr@iii.ie by **12pm on Wednesday 30th July 2025**. Following shortlisting, an initial interview will be scheduled online on Monday 11th August 2025.