

Job role	Patent Administrator
Purpose of the role	<ul style="list-style-type: none"> • To work as part of the Patent administration team to provide a high level administrative support to all levels of Patent Fee-Earners. • At this level the role holder will work autonomously across all administrative processes with a very high level of accuracy and pro-activity. • The role holder will work with team members to develop and improve processes and business efficiency in line with changing law, technology and procedures. • To troubleshoot/spot errors, for example in draft correspondence and information sent from internal clients (other Business Services Teams and Fee Earners) and external contacts.
Reports to	<ul style="list-style-type: none"> • Patent Administration Team Leader
Key Internal Relationships	<ul style="list-style-type: none"> • Patent Attorney's/Partners • Paralegals • IP Administration Team • Business Service Teams
Key Responsibilities	<ul style="list-style-type: none"> • Works autonomously across all areas of the role with a high level of accuracy and pro-activity. • Processes incoming case related correspondence and updates/adds various deadlines and review due dates in Inprotech (in line with agreed checking procedures) • Use Inprotech to e.g. create new case entries, update/add various deadlines and review due dates (in line with agreed checking procedures). • Inbox management for allocated FE's (inbox management will be subject to experience level) • Processes standard correspondence using templates generated through the automation of standard letters or manually. • Liaises with clients where necessary to report life cycle events or obtain instructions. • Liaises with foreign attorneys and service providers. • Manages daily due date reports. • File handling, including retrieving and sending files to storage. • Shared responsibility of team task lists and mailboxes. • Extracts and processes notifications from IPO/Internal Mailboxes and enters dates in Inprotech where necessary. • Shared responsibility for firm wide post processing (hard copy post). • Keeps abreast of and has an understanding of relevant IP law and practice. • Works with administrative teams across the Firm to develop and

	<p>improve systems and efficiency.</p> <ul style="list-style-type: none"> • Document and update 'how to' guides, as required. • Ensures timely and accurate billing and invoicing. • Maintains an overview of tasks and work-flows in order to support when required. • Provides PA support for fee earner business trips and events and , BD/Marketing activities, and acts as a contact for/fields calls from potential new clients. • Provides support for client meetings held in the office through the provision of reception and catering services. • Other administrative tasks as required.
Person Specification	
Qualifications/ Academic Achievement	<ul style="list-style-type: none"> • GCSEs (ideally at least 5 Grade 6 or above, including Math's and English) / equivalent academic achievement or experience; and/or • A level education / equivalent academic achievement or experience • CIPA or CITMA Administrator Certificate or equivalent legal qualification
Work experience	<ul style="list-style-type: none"> • Work experience linked to the successful completion of the CIPA Administrator Certificate or equivalent role/experience within an IP Firm or corporate department. • Experience of preparation of IP filings and/or Court Procedures. • Experience of Inprotech or equivalent database system.
Technical and Business skills	<ul style="list-style-type: none"> • Good understanding of IP processes. • Excellent audio typing and copy typing skills. • Ability to populate standard letters without supervision; recognition of need to flag issues. • Excellent verbal and written communication skills and internal knowledge of fee earner team technical areas, in order to field client enquiries. • Advanced knowledge of Word and Outlook. • Working knowledge of Excel and PowerPoint. • Advanced knowledge and use of Inprotech database system. • Knowledge of Document Management Systems.
Core Values	Excellence
<i>The descriptions here are example behavioural indicators</i>	<ul style="list-style-type: none"> • Delivers first class client care and service • Looks for ways to add value and challenges the status quo • Responsive, proactive and flexible • Goes above and beyond • Makes informed judgements even when no clear answer exists • Anticipates and prepares for likely issues.

- Demonstrates excellent attention to detail as well as strategic skills and good organisational and interpersonal skills
- Self-motivated and have a commitment to great client service
- Communicates and expresses ideas in a clear and concise manner both orally and in writing
- Clear professional communication with clients as representative of the firm
- Clear communication with partner / team in relation to responsibility for work
- Being the 'go to' person for advice and knowledge within and, where appropriate, outside the team.

Accountability

- Displays integrity in actions and conversations
- Manages oneself, is reliable and consistent
- Proactively manages client expectations (internal and external clients)
- Reflects on outcomes and uses them as a learning opportunity
- Supports and applies the firm's policies and practices consistently
- Identify and seek feedback on own strengths and weaknesses.
- Demonstrates preparedness to work additional hours from time to time to ensure that deadlines are met.

Teamwork

- Honest, open and collaborative
- Proactively steps up to help and support others
- Does the right thing for the team and the firm as a whole in pursuit of success and creating a great place to work!

Innovation

- Curious and creative in approach
- Routinely questions processes and systems to consider if things can be done more efficiently or better
- Demonstrates a growth mindset approach
- Views change as positive and an opportunity for improvement and development.

Passion

- Positive and enthusiastic
- Proactive in approach and contribution
- Demonstrates tenacity when faced with challenges

Location

London base with the role holder able to work on an agile basis in line with the Agile Working Policy.