

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

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

- 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.