

Job role	Trade Mark Secretary
Purpose of the role	<ul style="list-style-type: none"> To work as part of the Trade Mark secretarial team to provide a full secretarial and administrative support service to all levels of Patent, Trade Mark and Litigation Fee-Earners. At this level the role holder will work autonomously across a limited range of processes, and under supervision for many processes. The role holder will achieve a high level of accuracy. To support new Fee-Earners in getting up to speed on the Firm's/department's procedures. To troubleshoot/spot errors and sense check work, for example in information sent from internal clients (Records/Accounts/Fee-Earners) and external contacts.
Reports to	Secretarial Manager
Key Internal Relationships	<ul style="list-style-type: none"> Secretariat Principal Secretaries Fee Earners Records Accounts
Key External Relationships	<ul style="list-style-type: none"> Clients
Key Responsibilities	<ul style="list-style-type: none"> As per the secretarial Career Development Framework, with the emphasis on learning the core areas of work, seeking guidance and support when required
Person Specification	
Qualifications/ Academic Achievement	<ul style="list-style-type: none"> GCSEs and a secretarial qualification (ideally at least 5 Grade C or above GCSEs; Grade B or above in at least Maths and English); or A level/degree level education combined ideally with a secretarial qualification
Work experience	<ul style="list-style-type: none"> Previous administrative/secretarial or relevant work experience (ideally a minimum of one year).

Technical skills	<ul style="list-style-type: none"> • Excellent audio typing and copy typing skills. • Ability to populate basic standard letters without supervision; ability to populate more-complicated standard letters with supervision and recognition of need to flag issues. • Advanced knowledge of Word and Outlook. • Working knowledge of Excel and PowerPoint. • Basic knowledge and use of Inprotech database system.
Core Competencies	<p>Level A of the secretarial core competencies showing examples of level B and above competencies with an emphasis on:</p> <p>Quality of Work</p> <ul style="list-style-type: none"> • Mastering the agreed process/format/standards to produce work of a high standard and use AAT systems efficiently. • Producing consistently accurate work with high level of attention to detail. <p>Relationship Management</p> <ul style="list-style-type: none"> • Earning and developing trust from colleagues by maintaining a positive, friendly and 'can do' attitude and by acting in a responsive, pro-active and consistent manner. <p>Communication</p> <ul style="list-style-type: none"> • Demonstrating flexibility and willingness to help others achieve their responsibilities. <p>Self Management</p> <ul style="list-style-type: none"> • Being receptive to learning opportunities; taking responsibility for self and seeking out support if needed. • Consistently displays a professional and positive demeanour.
Location	London