

Job role	Grant / Records Administrator
Purpose of the role	<ul style="list-style-type: none"> To work as part of the Grant team to provide full administrative support service to all levels of patent fee earners. To provide patent and trade mark records administration support to the Records team as required to cover fluctuations in work levels and absence, utilising the secretariat to support with Grant work where capacity is limited (training and support provided where applicable) At this level the role holder will work autonomously across all processes with a very high level of accuracy and pro-activity. To assist with the training of Patent secretaries (e.g. on Grant processes) within the team and where appropriate, Firm-wide. To support the development of Patent secretaries in development of Grant administrative work, within the team and where appropriate, Firm-wide. This is likely to include taking on the role of buddy. 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	<ul style="list-style-type: none"> Grant/Renewals Manager (Line Manager) with dotted line to Records Operations Manager
Key Internal Relationships	<ul style="list-style-type: none"> Fee Earners Records Accounts Secretarial Manager / Executive Secretaries (when support for Grant process work is needed)
Key External Relationships	<ul style="list-style-type: none"> Clients
Key Responsibilities	<p>Grant Duties</p> <ul style="list-style-type: none"> Work autonomously across all Grant administrative duties with high levels of accuracy and minimal support, including liaising with external agents and Grant-related suppliers Manage Grant department e-diary Manage Grant department daily prompts updates Keeping up-to-date with certain aspects of UK and European Law/ Procedure regarding the validation of European patents Preparing estimates for fee earners and clients using Excel spreadsheet, Adobe and PowerPoint Updating weekly exchange rates regarding preparation of estimates.

- Train a small team of Patent Secretaries in Grant-related procedures

Records Administration Tasks

(Although it is likely that the role holder will not administer the whole range of records tasks on a daily basis, it is expected that he/she will carry out a range of identified records tasks regularly in a rotation (once trained) in order to maintain the required level of skill/knowledge)

EPO Mailbox

- Saving documents to our Document Management System (iManage) and entering dates in in our Case Management System (Inprotech)

Patent Records Administration

- Creating new cases entries in Inprotech for European (EP), British (GB), International (PCT) and Foreign patent applications
- Processing incoming case related correspondence from Intellectual Property Offices and updating/adding various deadlines and review due dates in Inprotech (including extracting and processing notifications from the EPO Mailbox)
- Processing incoming case related post/emails/faxes from clients and agents and updating/adding various deadlines and review due dates in Inprotech
- Processing GB registration certificates, producing standard letters and sending to the fee earner for signature
Assisting with case takeovers, when the firm has taken responsibility from another agent, by adding a record of these cases to Inprotech.

Trade Mark Administration

- Creating new Foreign, GB, EU and International TM cases in Inprotech
- Processing the incoming post and updating various deadlines, review due dates, advertisement notifications
- Updating incoming registration certificates, producing standard letters and sending to the fee earner for signature
- Loading new or old manual cases onto Inprotech

Other Tasks/Duties

- Liaising with fee earners and the secretariat in the management and monitoring of deadlines and case details
- Advising fee earners of due dates/review dates on the Due Date report
- Updating dates from the Due Date reports returned from the fee earners on the Inprotech system
- Preparing TM schedules in Excel or Word by extracting the information from Inprotech
- Provide cover as required for processing and updating couriers documentation
Creating general files on Inprotech

	<ul style="list-style-type: none"> • Liaising with CPA (Computer Patent Annuities — renewals) with queries on TM and Patent cases. A varied role with the need to telephone, email or fax them. Also using their Internet based software to check their records database • General queries and requests from fee earners received by memo, email or telephone • Dealing with stored file requests and file destruction as required • Any other tasks as may be allocated
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. • CIPA PAC Course (or in some exceptional cases equivalent experience but with a willingness to take the course).
Work Experience	<ul style="list-style-type: none"> • Several years of experience as a Records Administrator/Patent or Trade Mark secretary or equivalent role within a Patent / Trade Mark firm or corporate Patent/Trademark Department. • Experience of Inprotech database
Technical Skills	<ul style="list-style-type: none"> • Excellent audio typing and copy typing skills. • Ability to populate most standard letters without supervision; recognition of need to flag issues. • 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 (desirable).
Core competences	<p>Up to and including level B of the secretarial core competencies showing examples of level C and above competencies with an emphasis on:</p> <p>Quality of Work</p> <ul style="list-style-type: none"> • Pro-actively anticipating possible issues and taking appropriate action. • Making independent judgements within own area of work. • Performing and managing tasks autonomously to free up Fee-Earner time. <p>Relationship Management</p> <ul style="list-style-type: none"> • Earning trust from colleagues by acting in a responsive and consistent manner. • Understanding client's needs and adapting service where appropriate to provide high level of client support.

Communication

- Actively takes responsibility to ensure work is completed in an appropriate time-frame and to a high level of accuracy to ensure highest levels of client service are maintained, communicating to fee earners to ensure this happens.
- Volunteers to take on extra tasks to assist with smooth running of work flows and team.
- Working effectively with people at all levels.
- Demonstrating a willingness to put forward ideas and views in team environment.

Self-Management

- A commitment to increasing own understanding and knowledge.
- Using experiences as a learning opportunity and receives feedback positively.
- Demonstrates integrity and an active commitment to the values, policies and processes of the Firm.

Management/Support of Others

- Supports and encourages positive behaviours and performance of Secretaries in team.
- Provides training support to others and is willing to capture and transfer knowledge.