

Confidential DRAFT (October 2020) for the purposes of Consultation

Role Profile	Trade Mark and Patent Records Administrator
Purpose of the role	<ul style="list-style-type: none"> To work as part of the records team to provide an efficient, pro-active and high quality Trade Mark and Patents Records service to the business.
Reports to	<ul style="list-style-type: none"> Records Operations Manager
Key Internal Relationships	<ul style="list-style-type: none"> IP Operations Records Team Departmental fee earners and secretaries Finance Team IT Support team (including contractors)
Key Responsibilities	<p>Trade Mark Records Administration</p> <ul style="list-style-type: none"> 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 Processing registration certificates, producing standard letters and sending to the fee earner or submitting as a task for signature <p>Patent Records Administration</p> <ul style="list-style-type: none"> 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 <p>Assisting with case takeovers, when the firm has taken responsibility from another agent, by adding a record of these cases to Inprotech.</p> <p>Other Tasks/Duties</p> <ul style="list-style-type: none"> 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

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	<ul style="list-style-type: none"> 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 Once a week, preparing all the filings documents for the Patent Office as specified on the Records Department rota Provide cover as required for processing and updating couriers documentation Creating general files on Inprotech 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 Dealing with stored file requests and file destruction as required Attending training sessions/webinars with external providers such as CPA General queries and requests from fee earners received by memo, email or telephone Any other tasks as may be allocated
Person Specification	
Qualifications/Academic Achievement	<ul style="list-style-type: none"> GCSEs (ideally at least 5 Grade C or above GCSEs; Grade B or above in at least Maths and English) CITMA Formalities Certificate (advantageous but not essential) CIPA Formalities Certificate (advantageous but not essential)
Work experience	<ul style="list-style-type: none"> Several years of experience of working autonomously within either an in-house Records team or law firm for either Trade Marks or Patents. Knowledge in both areas advantageous but not essential
Technical skills	<ul style="list-style-type: none"> Computer literate (Word and Outlook) Experience with a Document Management System (DMS) e.g. iManage and case management databases (e.g. Inprotech) and/or aptitude to learn.
Business skills	<ul style="list-style-type: none"> A high level of accuracy and attention to detail is essential. The ability to multi-task and prioritise, coupled with the ability to be confidential at all times, is essential. Experience of using databases/excel to an intermediate level.

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Core competences	<ul style="list-style-type: none">• Demonstrates the following qualities: <p>Quality of Work</p> <ul style="list-style-type: none">• Delivery of work to a high standard, accurately and in line with agreed processes/formatting/standards• The ability to problem solve and work across team so provide solutions• Application of technical knowledge and experience to all aspects of work• An aptitude to learn all aspects of the role (with training and support provided) <p>Relationship Management</p> <ul style="list-style-type: none">• A positive, friendly and 'can do' attitude• The ability to resolve issues that arise constructively and quickly to maintain positive working relationships• An understanding of colleague's needs, views and expectations <p>Communication</p> <ul style="list-style-type: none">• Flexibility and willingness to help others achieve their responsibilities• An ability to work effectively and consistently with people at all levels• Effective team working <p>Self-Management</p> <ul style="list-style-type: none">• A desire to learn from experience and actively seek to take on more responsibility.
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