Records & Renewals Assistant (6 month fixed-term contract)

Purpose: To support the Renewals Operations Manager and the wider team with the efficient running of the Records & Renewals department.

This is a fixed term contract to cover a period of increased workload following the implementation of a new case management system. Flexible working options are available, with contracted hours and location to be agreed.

**Key Responsibilities:**

The successful candidate will have responsibilities to include:

* Ensuring renewal deadlines are logged correctly
* Data verification
* Monitoring shared team mailboxes and EUIPO and UKIPO mailboxes
* Handling incoming Trade Mark and Design correspondence from agents and clients including certificates, and general queries and updating records accordingly
* Updating filing information, filing receipts, official letter deadlines and responses onto our IP Management system
* Inputting new Trade Mark and Design cases onto our IP Management system within set time frames
* Inputting new client/applicant details onto Patricia and updating addresses and contact details within set time frames
* Taking ownership of queries to ensure resolution in a timely fashion
* Escalating queries to Renewals Operations Manager where appropriate
* General maintenance of case records
* Handling incoming phone calls, enquiries, and requests
* General assistance within Records & Renewals team and providing cover where necessary

This is not an exhaustive list of responsibilities, and you may be required to undertake duties outside of this list where necessary to ensure the needs of the business are met.

**Person Specification:**

To be successful, you’ll need:

* Previous experience in a similar role
* A good working knowledge of patent administration
* A high degree of accuracy and excellent attention to detail
* Excellent organisational and administrative skills
* Experience prioritising a busy workload and managing your time effectively
* Experience working autonomously, demonstrating a proactive approach and using your initiative
* A client-focused approach to your work
* Effective communication skills
* Strong IT literacy, with demonstrable experience of learning new systems
* Experience using the Patricia data management system would be an advantage but is not essential