Marks&Clerk LLP
Patent and Trade Mark Attorneys

Role Profile

Job Title	Records and Systems Manager (RSM)
Located	Any UK office
Reports to	Head of Formalities

Help shape the future of intellectual property. Marks & Clerk LLP is the leading and largest Firm of Patent and Trade Mark attorneys in the UK with over 60 partners and 350 employees. Our attorneys are highly skilled in all technical fields. We have 9 offices in the UK: London, Oxford, Cambridge, Birmingham, Manchester, Leeds, Edinburgh, Glasgow and Aberdeen.

Role purpose

To provide general records and system management support to the Head of Formalities, and to help deliver system and data changes and improvement by sourcing, validating, updating and providing information to support projects and other operational issues across the firm.

Principal responsibilities

- For both project work and daily operations, source data, validate data provided by 3rd parties and prepare data for use as necessary, such as in readiness for bulk case imports, mail merges or other reports.
- Review and resolve data quality issues, checking the impact of the issue across the database and on other workflows, often working with high volumes of case data in spreadsheet format, complex queries, date adjustments, name and case record issues.
- Perform other system maintenance tasks such as de-duplication of name records, comparison of data, report generation and global updates as requested by the Head of Formalities.
- Work with the Build and RSM team to continually review and improve data quality, identifying and fixing errors or inefficiencies within systems and workflows.
- Investigatory work as requested by the Head of Formalities, such as investigating and reporting back on current practises across offices, the group or the industry as a whole.
- Work with the Inprotech Operations & Finance teams where Formalities input is necessary.
- Assist with development and maintenance of formalities training materials and occasional delivery where necessary
- Communicate to the Head of Formalities and other RSMs suggested improvements to local practice with a view to sharing best practice across the firm.
- Assist with additional ad-hoc duties, as required

Technical knowledge, professional qualifications and experience

The successful candidate will have:

- Experience of working in all aspects of Intellectual Property (minimum 5 years)
- Excellent knowledge of Inprotech or equivalent data management system
- Excellent IT skills – including database management, electronic document management systems, Word & Excel

In addition, the successful candidate will be able to demonstrate:

- A highly motivated and pro-active attitude

- Excellent attention to detail: a calm and methodical approach
- Excellent organisation and prioritisation skills
- Excellent communication skills, with the ability to communicate effectively at all levels
- Experience of complex problem solving
- The ability to effectively prioritise and execute tasks in a high-pressured environment

Remuneration and benefits

- Competitive salary dependent on qualification and experience
- 26 days' annual holiday plus statutory holidays
- Contributory pension scheme
- Life assurance
- Private medical insurance
- Permanent health insurance
- Reimbursement of membership fees to professional bodies required for the role