

Vacancy:

IP administrator and customer service manager (London based)

Remuneration: £30,000 – £45,000 (dependent on experience) + bonus + company pension

It is an excellent opportunity for a person with a good handle on intellectual property (IP) either through previous IP administration or formalities experience or an IP qualification to join a dynamic, fast-growing, renewals service team.

This vacancy is a permanent appointment for an individual to be actively involved in a team that is expanding its client base and transforming systems and processes. The role has potential of considerable growth in responsibility and experience over the medium to long term.

Company Background

IP Pragmatics (www.ip-pragmatics.com) is a management consultancy specialising in Intellectual property (IP) and technologies. For over a decade, IP Pragmatics has partnered with a Swiss company, IPRIS AG (www.iprisglobal.com), to provide clients with intellectual property related management services including the provision of patent and trademark renewal payment services.

We offer a premium, customer-focussed renewals service to clients which include leading universities, SMEs, research institutes and IP firms worldwide.

Job Description and Requirements

We are seeking an IP administrator and customer service manager with a background in intellectual property to join the renewals marketing, customer service and web portal support team in London. The job holder will work alongside the Director for IP Services as a customer service contact and administrator for the client management system. In addition to maintaining existing client relationships, the job holder will support business development activities to grow the existing client-base and to liaise with the experienced formalities team at IPRIS AG.

Key responsibilities in carrying out these roles will include:

- Overseeing the management of the IT system and database for IP renewals clients – the system is unique to IPRIS and training will be provided.
- Dealing with customer queries regarding the client web portal
- Liaising with the renewals team in Basel regarding client enquiries
- Supporting product and service improvement through customer surveys
- Interact with the web portal developer to decide on and implement new features and changes to the web portal and CMS system. No programming or coding experience is required but the candidate is expected to have good understanding of IT systems.

- Supporting sales and marketing efforts through newsletters, emails and telephone calls
- Attendance at seminars, conferences and trade shows of relevance to IP Pragmatics
- Giving demonstrations of the web portal to prospective clients
- Preparing IPR renewal quotations for prospective clients
- Contribute and input on matters related to improvements to the CMS, web portal and service
- Liaising with our developer to resolve user-identified issues
- Assist in the day-to day running of IP Pragmatics by; coordinating meetings; liaising with clients; and contributing to the general administration.
- Being an active part of the Pragmatics team and contributing to its long term vision

The successful candidates should preferably have a technical background in intellectual property. Knowledge of IP renewals and general formalities would be useful but are not an absolute requirement.

We are seeking individuals who are organised and proactive, with good attention to detail and excellent interpersonal skills. Previous experience of working with an IP renewals company or department would be desirable but not essential.

The job presents opportunities for new graduates or individuals with a few years work experience that is keen to enhance their IP knowledge, whilst working with many different research and commercial organisations. All of this whilst working in a dynamic, friendly and small ambitious company.

Essential Skills & Experience

- Academic and/or practical background in intellectual property
- Intermediate to Advanced Working knowledge of IT systems
- Good organisation and time management skills, detail orientation and ability to multi-task
- Comfortable to interact with and reach out to prospective clients and speaking about the IPRIS service and online portal
- Willingness to learn
- A general interest in marketing
- Excellent verbal and written communication skills
- Self-motivated and ability to prioritise tasks
- Demonstrable initiative and capable of working independently with minimal supervision

Additional Skills & Experience

- Experience from either the IP renewals industry is advantageous
- Customer service, sales and marketing experience
- CIPA qualification desirable but not essential

Location: Central London

The job holders will be expected to work from our central London office on Fleet Street and combine this with occasional travel within the UK to client locations and to Basel.

Benefits Package

In return you will be working in a collegiate and flexible environment with an excellent benefits package and ongoing training support:

- 25 days holiday
- Flexible working hours
- Interest free season ticket loan
- Generous bonus scheme (up to 10% of salary based on performance)
- Life Assurance
- Contributory pension scheme (at present a 5% company contribution, rising in line with new legislation)

Applications

Closing date: Monday 5pm on 27th March 2017

Applications by email (to Ronnie.georghiou@ip-pragmatics.com) including a full CV or in writing to:

IP Pragmatics Limited
Office 110
154 - 160 Fleet Street,
London,
EC4A 2DQ

For additional details and/or to discuss the job requirements please call: Ronnie Georghiou (0203 176 0580 or 07502 566 700); or email: ronnie.georghiou@ip-pragmatics.com.