

Business Support Administrator & Technical & Workflow Specialist

Reports To: Strategic and Business Operations Manager

Purpose: To act as the technical and workflow specialist for the Business Support function, providing expert guidance on procedures, processes and administrative best practice, whilst supporting the consistent delivery of support services and the ongoing development of team capability.

To monitor workflow and report to the Strategic and Business Operations Manager on team capacity, productivity and resource utilisation, supporting the effective allocation of work and the efficient delivery of internal support services across the firm.

Provide comprehensive administrative, secretarial, front-of-house and general office management support across the Firm. To be responsible for the provision of a high-quality, accurate and responsive Business Support service to internal departments, fee earners and business service functions across the firm, ensuring work is completed within agreed timescales, service standards and operational requirements.

Responsibilities include

Team Workflow :-

- Regularly review work levels across the team and coordinate the allocation and reallocation of work between administrators to ensure resources are utilised effectively and service standards are maintained.
- Monitor workflow, output and timeliness of work across the team, highlighting workload pressures, capacity issues or risks to delivery and making recommendations to support the achievement of agreed KPI and service targets.
- Responsibility to report to the Strategic and Business Operations Manager to monitor, analyse, track and report on work volumes, workflow activity, output, capacity, productivity and workflow trends

Technical Skills and Qualifications

- Comprehensive knowledge of the end-to-end Intellectual Property (IP) process and associated terminology across all stages of administration.
- Strong technical understanding of IP procedures, filing requirements, deadlines and administrative processes, with the ability to provide guidance and support to team members and fee earners.
- Broad working knowledge of Inprotech and other systems used to support IP administration and workflow management.
- Fully competent in the use of the firm's Electronic Document Management System (iManage/Worksite), Outlook and other business systems.
- Advanced IT skills, including Microsoft Word, Excel, Outlook and PowerPoint, with the ability to analyse,

across the team on a daily, weekly and monthly basis, to support producing meaningful management information for resource planning, identifying capacity constraints, informing operational decision-making and providing visibility of team performance and service delivery to Partners and the wider business • Develop, maintain and regularly review a comprehensive skills and competency matrix for the Business Support Administration team, identifying individual capabilities, training needs, knowledge gaps and cross-training opportunities to support resource planning, workflow management, service continuity and succession planning. • Maintain an overview of team workloads and support the coordination of resources to address absences, workload peaks and business priorities, including arranging and communicating holiday and absence cover. • Produce and communicate a weekly rota for Business Support Administrators to support workflow planning and effective team cover. • Take personal accountability for supporting colleagues during periods of high demand and contribute actively to ensuring the timely completion of client and business support activities. • Act as a technical point of contact for administrators, fee earners and colleagues, providing guidance and support on systems, procedures, processes and professional work requirements. • Keep abreast of developments in IP law, procedures, systems and working practices, ensuring that relevant updates and knowledge are communicated effectively across teams and departments. • Support the Strategic and Business Operations Manager by providing coaching, guidance and constructive feedback to team members to assist their development, improve performance and promote the consistent application of best practice.	manipulate and present workflow and management information. • Ability to monitor, interpret and report on workload, workflow, productivity and capacity data to support resource planning and operational decision-making. • Strong understanding of workflow management principles, resource allocation and service delivery within a professional services environment. • Experience of identifying process improvements and implementing more efficient ways of working to enhance service delivery and operational effectiveness. • Ability to deliver technical guidance, coaching and workflow training to support the development of team members and the consistent application of best practice. • Excellent written and verbal communication skills, with the ability to communicate technical and procedural information clearly and effectively. • High degree of accuracy and attention to detail, with strong organisational and prioritisation skills. • Ability to build effective working relationships across teams, departments and offices and to act as a key point of contact on workflow and operational matters. • Strong problem-solving skills with the ability to identify issues, recommend solutions and support continuous improvement initiatives. • Understanding of online filing systems and electronic processes used within the IP profession would be advantageous. • Demonstrable ability to work both independently and collaboratively within a centralised support environment. • Good appreciation of equality, diversity and inclusion principles and their application within the recruitment, development and training of team members
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• Support the Strategic and Business Operations Manager in the performance management of team members where additional support, coaching or monitoring has been identified as necessary. • Identify workflow, technical and operational training needs and work with colleagues and managers to ensure appropriate induction, cross-training and ongoing development opportunities are provided. • Deliver and support workflow and technical training activities, ensuring that knowledge is shared effectively and that skills are developed to meet both individual and business requirements. • Proactively share knowledge, expertise and best practice, including non-standard processes, client-specific requirements and lessons learned, to enhance team capability and service delivery. • Support the Strategic and Business Operations Manager in recruitment activities as required, including participation in interviews and providing feedback to support selection decisions. • Work collaboratively with the Strategic and Business Operations Manager, Technical Specialists and other departments to identify opportunities for process improvement, increased efficiency and enhanced ways of working across the business. • Monitor work processes and workflow trends, proactively identifying issues and recommending practical solutions to support continuous improvement and the effective delivery of services. • Act as a key liaison point between teams, departments and offices, fostering effective communication and collaboration on day-to-day operational, administrative and workflow matters. • Build and maintain positive working relationships with fee earners, support teams and business services colleagues to ensure a coordinated and client-focused approach to service delivery. • Provide support to other teams and departments as business needs require, contributing to a flexible and collaborative working		
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environment.

Business Support Administrator (but are not limited to) :-

- Using digital dictation software to produce audio typing of varying documents which include letters, memos, files notes, specifications, general correspondence, official forms, reports, invoice wording and legal documentation for Birmingham and Southampton offices.
- Provide cover on Reception to include all front of house duties, taking, transferring and logging telephone calls, greeting visitors, organising meeting rooms and refreshment/lunch requirements and preparation thereof.
- Updating telephone lists ensuring inhouse documentation is recorded accurately.
- Maintain and update official forms.
- Provide cover within Print and Post as required including processing incoming and outgoing mail.
- Collating and sending of mailshots via campaign monitor
- Processing and distribution of patent/renewal standard emails.
- Processing DHL Courier shipments
- Recording office voice mail message for all office closures.
- Monitoring stationery supplies within all meeting rooms and replenishing when needed.
- Making valid contributions to adhoc inhouse projects as they arise.
- Checking and correcting drafts to the required standard and within the agreed timescales with direction from fee earners.
- Update/create meeting schedules and trip reports for fee earners for overseas trips.
- Assist with the administration and organisation of the sector group meetings including minute taking, chasing action points and newsletter generation.
- Collating and populating information on to marketing spreadsheet databases.
- Packaging marketing emails ready for sending
- Add/remove service charges and prepare, as well as process invoicing documents.
- Open, close and diary certain files using IT based systems.
- Create and maintain excel spreadsheets and other internal databases.

• Updating billing/hourly rates/charging scales and special charges sheets. • Ensure the accuracy of all work completed through thorough checking and proof- reading as required. • Issue all outgoing correspondence via hard copy post, e mail or fax. • File certain correspondence on relevant electronic case files. • Distribute paperwork to and generally liaise with other departments to ensure that work is progressed appropriately. • Various validations processing to include, but not limited to 71(3) communication, decision to grant, etc. • Uploading documents to the EPO ready for on-line filing. • Scanning and distribution of renewal correspondence and accounts invoices. • Updating the worksite links daily and exchange rates weekly via in-house software. • Creating and uploading articles to the BB website via in-house software. • Booking webinars, events and conference rooms. • Ordering taxis • Emptying dishwashers as required. • Ordering milk supplies twice weekly and logging appropriately. • Updating all fee earners CPD points on individual spreadsheets. • Creation of Guest wi-fi • Ensuring reception is clean and tidy during office hours. • Ordering fee earner books (non-library). • General office duties such as filing, faxing, scanning, photocopying, emailing as required		
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Please email your CV to: recruitment@barkerbrettell.co.uk