



**UNIVERSITY OF GLASGOW
JOB DESCRIPTION**

Ref No. _____

Job Title	Business Support Officer – Innovation
Department/ Division	Research & Innovation Services
Faculty/Division of AIMS	Professional Services
Reporting To	Head of IP & Commercialisation

Job Purpose

To provide a comprehensive and professional business function to senior managers in the Intellectual Property & Commercialisation team in the Innovation and Engagement function of the Research & Innovation Services Directorate.

Main Duties and Responsibilities

1. Manage the IP&C Patent budget and spend and make yearly business case for the budget to the Head of IP&C. Conduct analysis and provide regular reports on spend against budget. Monitor, co-ordinate and communicate tasks requiring actions as notified by the University patent agents, to be undertaken by IP & Innovation Managers, inventor (s) and licensees.
2. Manage patent formality administration: identify, check and action patent formalities, (e.g. Powers of Attorney, confirmatory assignments and inventor declarations) Responsible for providing financial admin support for the -University IP Budget, including but not limited to raising and processing purchase orders; action recoverable patent and other costs and ensure that invoices or journals are expedited accordingly.
3. Manage IP renewals on behalf of the IP&C Managers and make recommendations on future activity based on accurate, data-driven analysis of the portfolio. Source and provide -relevant and accurate information to -the University's IP renewals service provider via an online portal to ensure renewal fees are paid on time
4. Responsible for managing and maintaining the electronic data record system in relation to patented and unpatented intellectual property on the university intellectual property management system. (the current system is SOPHIA supplied by Wellspring Inc)
5. Ensuring the accuracy and integrity of the data required for effective management of patent prosecution and university reporting purposes Collate and present data on intellectual property and innovation activities in response to requests, from senior managers in IP & Commercialisation and the Innovation & Engagement section of Research & Innovation Services Directorate for use in both internal and external reporting
6. To perform other activities as may be requested by the Licensing Manager, IP & Innovation Managers and the Head of IP & Commercialisation
7. Ensure that the financial and reporting terms in licensing transactions are appropriately recorded on University systems and communicated to the Finance Office for action

GU Holdings Secretariat

8. Work directly with the University CFO to manage the GU Holdings Board meetings. Providing accurate minutes and ensuring actions are logged and followed up in a timely fashion.
9. Liaise with GUHL Nominee Board Observers and/ or Directors on university spin-out companies to collect and record in physical and electronic form all company information received including, for each company, Board papers, minutes, business plans, investor presentations, financial information etc.
10. Manage the timely distribution (electronic and hardcopy) of registered office correspondence for GU Holdings Limited, GU Holdings Subsidiary companies and University spin-out ventures. Copy and store all correspondence in physical and electronic format.

Dimensions

- The Business Support Officer is based in the Innovation & Engagement (I&E) section in the Research & Innovation Services Directorate (RIS). RIS is a Directorate within the central Professional Services Group. I&E is responsible for implementation of the University's innovation strategy and provides a service to all Colleges in this regard
- The I&E section comprises 3 teams namely IP & Commercialisation (IP&C); Industry Engagement and Consultancy). The IP & Data Administrator is a new post in I&E and forms a key member of the IP&C team. The IP&C team currently comprises a Head of IP & Commercialisation, 4 x IP & Innovation Managers and a Business Support Officer
- The Business Support Officer will play an important role in ensuring the efficient function and operation of the IP & Commercialisation team in its delivery of the University's ambitions for growth in the institutions' commercialisation activities. They will be a key team member and will work alongside the IP & Innovation Managers, Licensing Manager and Head of IP & Commercialisation.

Knowledge, Skills and Experience

Knowledge/Qualifications

Essential:

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role or

Scottish Credit and Qualification Framework level 7 (HNC or SVQ level 3) in a Business or Public Administration related subject and experience of personal development in a similar role.

- Detailed knowledge of patent prosecution process and terminology
- Knowledge of large organisation financial administration systems including processing invoices
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Skills

Essential

- Work with complex financial and data management systems and demonstrate the ability to make recommendations to senior management and take decisions on budget allocations.
- Ability to work on own initiative and promote new methods/systems for greater efficiency.
- High levels of accuracy and attention to detail, demonstrating an ability and understanding of managing records in a database system.
- IT Literacy includes Word, Excel, Power point and corporate data management systems
- Confident; Good communicator both verbally and in writing. Confident in report writing, with an ability to draft correspondence and accuracy in minute taking.
- Ability to work independently, as part of a team, using initiative and judgement to resolve problems
- Ability to work flexibly and adapt to changing environments

Experience

Essential

- Significant relevant experience in a similar role
- Experience of creating and maintaining complex data records
- Experience of prioritising and progressing work against deadlines which can often be competing
- Experience of financial administration systems
- Completing tasks within deadlines and responding to last minute tasks
- Performing data management tasks with a high degree of accuracy and organisation
- Solid experience of working with and managing patent record systems

Job Features

Planning and Organising

- Maintaining accurate records on the intellectual property management system
- Responsible for coordinating and circulating requests for information and signature in a timely fashion to ensure responses received within required timescales
- Plan and coordinate meetings with internal and external parties
- Using initiative and judgement to plan own workload to meet priorities / timescales taking account of timescales for completion and competing demands

Decision Making

- Determining when to escalate if information or signatures are not received within a requested timescale
- Using experience, knowledge and initiative to respond to general enquiries for the team and direct/answer as appropriate
- Decide on venues and catering for internal and external meetings/events
- Prioritise varied workload to meet deadlines

Internal/External Relationships

Internal

- Liaison with IP & Innovation Managers, R&IS, Professional Services and Colleges
- Liaison with inventors and relevant university signatories
- Liaison with external patent agents and licensees

Problem Solving

- Resolving data record discrepancies and sourcing solutions
- Dealing with unanswered requests for information and / or signatures
- Resolving issues with processing of invoices and internal financial systems
- Escalating issues in the IP & Commercialisation team to ensure time critical actions are taken

Organisation Chart

