# Position Details

## Administrative Services – CSOF5

The following information is for applicants

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| Advertised Job Title: | Intellectual Property Operations Manager |
| Job Reference: | 60785 |
| **Salary Range:** | AU $97k to AU $105k per annum, plus up to 15.4% superannuation |
| **Location:** | Clayton (Melbourne) Victoria |
| **Relocation assistance:** | Will be provided to the successful candidate if required. |
| **Tenure:** | Specified term of 3 years |
| Applications Are Open To: | [ ]  Australian Citizens Only[x]  Australian/New Zealand Citizens and Australian Permanent Residents Only* [ ]  All Candidates
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| Percentage of Client Focus - Internal: | 70% |
| Percentage of Client Focus - External: | 30% |
| Reports to the: | IP Manager (Portfolio)  |
| Number of Direct Reports: | 3 |
| Name and Contact Details For Applicant Enquiries: | Hishani Prabaharan (Hishani.Prabaharan@csiro.au)  |
| Contact Details For Technical Issues: | Call 1300 984 220 or email careers.online@csiro.au.  |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply in ‘Jobs Central’ via ‘People Hub’ |

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**Role Overview:**

CSIRO has a significant Intellectual Property (IP) portfolio demonstrating the innovative activity and technology developments of its research outputs. Working in the IP area of the Business Development & Commercial (BD&C) group, the IP Operations Manager provides administrative and management services to support the effective management of CSIRO’s IP portfolio. This involves the development, implementation and/or administration of systems, in particular, oversight of an IP database system that assists the IP team and provides valuable reports to CSIRO as a whole; helping to achieve organisational objectives and meet Government and regulatory responsibilities.

## Duties and Key Result Areas:

* Lead a small group of administrative staff, regionally located, taking responsibility for team outcomes, carrying out administrative tasks and providing executive assistance to IP team leaders. Maintain effective and efficient work teams, allocating and managing resources and undertake staff performance management and career development.
* Lead or assist with the development and training of staff both at the immediate team level and more broadly across the organisation, related to a new database software that has recently been adopted and which allows portfolio level, strategic and commercial information to be accessed and reported on in a timely, user friendly and efficient manner.
* Lead the integration of the IP database system into CSIRO-wide information systems that will involve liaising with CSIRO’s IT staff, testing and reviewing the migration of data, training and bedding in new business operational practices.

Specifically:

* Oversee the management of IP formalities.
* Generate and maintain IP files in CSIRO’s documentation system.
* Liaise with external patent firms and renewal service providers.
* Review data (audit) integrity of current portfolio, newly imported data and acquired IP.
* Maintain the IP document management system (iManage) and conduct routine maintenance and updates.
* Develop new or optimise annual reporting functions that generate IP deadlines, IP metrics, cost forecasts, budget reports to appropriate key stakeholders.
* Report IP metrics (NSRC, Board Senate estimates, Annual reports) in bespoke formats and interpret same to form insights and input to decision making.
* Facilitate the provision of bespoke IP reports either through SQL programming or liaising with the Database Vendor.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
2. **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
3. **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
6. **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Pre-requisites:

**Education/Qualification:** A qualified or near qualified Patent Attorney, IP Administrator, and/or have equivalent experience.

**Communication:** Excellent written and oral communication skills, including the ability to clearly and succinctly convey information and ideas to individuals and groups.

**Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. A good understanding of the Patent Application, Examination, Grant and Renewal processes across key jurisdictions.
2. Some previous experience managing, supervising or overseeing small teams or individuals.
3. Experience managing operational aspects of IP database systems (preferably Inprotech).
4. Experience facilitating the provision of bespoke IP reports.
5. Proven ability to effectively oversee the management of IP formalities, IP audits and preparation of cost forecasts.
6. Experience liaising with external patent firms and renewal service providers.
7. Demonstrated ability to work with IP document management systems, and conduct routine maintenance and updates.

## Desirable Criteria:

1. Developing and using SQL to obtain information from databases.
2. Experience using and configuring the Inprotech user interface.
3. Familiarity with SAP and Microsoft Dynamics file management systems.
4. Experience in IP data migration and data access across various electronic systems.

## Special Requirements:

The successful candidate must be able and willing to obtain a National Police Clearance prior to commencement.

**About CSIRO:**

We solve the greatest challenges through innovative science and technology. [Discover more about CSIRO](http://www.csiro.au/)

**CSIRO’s Commitment to Diversity**

We’re working hard to recruit diverse people and ensure all our people feel supported to do their best work and empowered to let their ideas flourish.

**Flexible Working Arrangements**

We work flexibly at CSIRO, offering a range of options for how, when and where you work. Talk to us about how this role could be flexible for you. Balance