

Telework Association Newsletter: 18 February 2008

NEWS

BUDDING INVENTORS OFFERED CHANCE TO LEARN ABOUT IP RIGHTS

Inventors and entrepreneurs who want to prepare themselves before facing tough questions from potential investors – such as those in the BBC series Dragons' Den - can learn all about their IP (Intellectual Property) rights from teams of experts. Advisers from the Chartered Institute of Patent Attorneys (CIPA) are providing regular clinics at sites around the country. They will give free basic advice to innovators who are at the early stages of developing an idea.

Inventors and entrepreneurs can book their place by contacting the organisers listed below. Many firms of patent attorneys will also offer the first consultation free of charge. For details, visit the CIPA website: www.cipa.org.uk

Birmingham

Creative Insight, Central Library, Birmingham B3 3HQ.

Weekdays and every Wednesday evening - appointment necessary.

Contact: Matthew Jelfs or Duncan Jones

Tel: 0121 303 4538 Fax: 0121 303 1354 E-mail: patents.library@birmingham.gov.uk

Leeds

Business & Patent Services, 3rd Floor Suite, Central Library, Municipal Building, Calverley Street, Leeds, LS1 3AB.

Once a month - Monday evening - appointment necessary. Contact: Ms Stef Stephenson

Tel: 0113 247 8266 Fax: 0113 247 8268 Email: piu@leeds.gov.uk.

Leeds Inventors Group

Talks, advice and networking for inventors and entrepreneurs Monthly in the Central Library.

Tel: 0113 2478266.

Liverpool

Business and Technology Library, Central Library, William Brown Street, Liverpool L3 8EW.

Every alternate Tuesday evening - appointment necessary.

Contact: Ms Ruth Grodner - Tel: 0151 233 5842. E-mail: ruth.grodner@liverpool.gov.uk

London

The Chartered Institute of Patent Attorneys, 95 Chancery Lane, London, WC2A 1DT.

Clinics are held at the UK IPO, Harmsworth House, 13-15 Bouverie Street, London, EC4Y 8DP, every Tuesday evening - appointment necessary.

Contact [Margaret Mitchell](mailto:Margaret.Mitchell@cipa.org.uk) at CIPA. Tel: 020 7405 9450.

Manchester

Manchester Central Library, St. Peter's Square, Manchester, M2 5PD.

Every 3rd Tuesday of month 2.00 p.m. to 6.00 p.m. - appointment necessary. Contact: the

Patents Clinic - Tel: 0161 234 1397 or E-mail: patlib@manchester.gov.uk

Sheffield

Business Science & Technology Library, Central Library, Surrey Street, Sheffield, S1 1XZ.

One day 9.30 a.m. to 5.30 p.m. every month - appointment necessary.

Contact: Lynne Hinchliff - Tel: 0114 273 4743 or Fax: 0114 273 5009 or E-mail:

businessandtech.library@sheffield.gov.uk

Southampton

Library Office, Central Library, Civic Centre, Southampton, SO14 7LW. 5-7 p.m. on the last Wednesday of each month.

Contact: The Library Office on 023 8083 4483 before 2 p.m. or E-mail business.library@southampton.gov.uk

Newcastle-upon-Tyne

Patents Advice Centre, First Floor, The Library, University of Northumbria, Sandyford Road, Newcastle-upon-Tyne, NE1 8ST .

Contact: Hilary Good – Tel: 0191 260 3250; or email patents.advice@newcastle.gov.uk.

York and North Yorkshire

Monthly all day patent clinics on the first Thursday of each month.

Organised by the York & North Yorkshire Chamber of Commerce and normally held in York, by appointment only.

Contact Karl Elliott on 01904 629513 or karl.elliott@ynycc.com.

THE POWER OF ONLINE REVIEWS

ONLINE reviewers are changing the shopping habits of British consumers, according to the founder of the UK's largest consumer review site. Paul Nadin, of www.reviewcentre.com, said online product reviewers put pressure on companies to meet their demands and specifications or face being criticised on the web.

"The consumer power of websites such as Review Centre and social networking sites like Facebook have shown firms the influence consumers have and how they can affect industry changes. The re-emergence of Cadbury's Wispa after a Facebook campaign is a classic example of people power lobbying big companies. This is an important way of companies researching consumer wants and ensuring their products are hitting the right audiences. A negative review online can cause untold damage to a product, adversely affecting sales and reputation," he said.

It's not all doom and gloom online, however, as Nadin says happy customers regularly log on to praise products. He added: "40 per cent of the online postings are overwhelmingly positive and there is clearly an appetite to communicate good news about a brand, rather than focusing on the bad.

"It is these loyal consumers who are like gold dust to marketers. There is a considerable consumer force which should not be underestimated by marketers in today's climate where competition is fiercer than ever and brands are at the mercy of the consumer voice. If a consumer's trust is broken by substandard or poor service, the floodgates of customer opinion are unleashed on the web and this is when companies can find themselves falling victim to the widespread sharing of negative information on the web."

INFORMATION SECURITY AWARENESS FORUM LAUNCHED

Last week sees the launch of a partnership between all the most influential groups and industry bodies in the UK associated with information security - it will be called the Information Security Awareness Forum. According to the Forum one of the biggest problems facing organisations and individuals is a lack of information security awareness with people either not knowing about, ignoring or circumventing security processes and technical countermeasures.

Lack of awareness has been the main cause of some of the most impactful security incidents in the UK in the last 12 months whether as a result of HMRC sending inadequately protected discs containing millions of peoples sensitive data in the post, the MOD leaving a lap top in a car with

hundreds of thousands of confidential data records on it, TJX transmitting millions of credit card transactions over an open wireless network, or individuals simply replying to phishing emails.

A survey by Infosecurity Europe on behalf of the Information Security Awareness forum of 1,311 companies has found that for 79% of organisations the single greatest security weakness that their organisations faces is lack of awareness, with people not knowing about, ignoring or circumventing security processes and technical countermeasures. The research also found that 15% felt that the greatest threat was from out of date or insufficient Security technology and countermeasures, and 6% said that security processes being incomplete or not well-enough defined was the biggest issue.

Dr David King, Chair of the Information Security Awareness Forum said, "For a number of years, security awareness has been on the agenda for many organisations and more recently the emphasis has been on end-users and consumers. In spite of this, lack of awareness continues to be a major contributor to security breaches. Often there is overlap in messages. There are also gaps. Most of all there has been a distinct lack of coordination across the providers of advice. The Information Security Awareness Forum has been formed to coordinate and build on existing work and initiatives, to improve their overall effectiveness, and ultimately to increase the level of security awareness in the UK that will help protect us all."

In light of so many breaches associated with lack of awareness, the Information Security Awareness Forum has been established as a cross industry initiative dedicated to improving information security awareness by pooling the expertise and resources of the following organisations:

- (ISC)2
- British Computer Society (BCS)
- Communications Management Association (CMA)
- European Information Society Group (EURIM)
- GetSafeOnline
- The Institution of Engineering and Technology (IET)
- Infosecurity Europe
- Information Assurance Advisory Council (IAAC)
- Institute for the Management of Information Systems (IMIS)
- Institute of Information Security Professionals (IISP)
- IUA Digital Risk Working Party
- Jericho Forum
- Security Awareness Special Interest Group (SASIG)
- Worshipful Company of Information Technologists (WCIT)
- Information Security Forum (ISF)
- Information Systems Audit and Control Association (ISACA)
- ASIS International (ASIS)
- Information Systems Security Association (ISSA)

WORK OPPORTUNITIES

MARKET RESEARCHERS

The Survey Shop is recruiting experienced market research telephone interviewers for both daytime or evening work.

The rate of pay is £6.24/hr for consumer surveys (evening and weekends), £8.32/hr for business surveys (carried out during normal office hours) plus holiday allowance.

All the work is market research only - asking people their opinions, there is no canvassing or selling. Full support is given, and the hours are very flexible.

The Survey Shop conducts both UK and global research for a wide-range of blue chip and government clients.

You should be someone whom others are happy to talk to, have a clear voice, and good communications skills. You will be home based and will need a landline phone.

Apply online at www.thesurveyshop.com/online or call 0800 849 7170

MEDICAL WRITING ROLE

One of the largest and most successful global medical communications agencies is currently searching for high-calibre medical writers to work for them on a **home-based** basis. This organisation operates on a global basis and is on a different level to many other medical communications agencies, meaning that they have resources which can help the medical writer in their day to day tasks, and currently they are happy to look at home-based writers in a range of locations on the provision that the candidate is based close to an airport. The successful candidate will work on a range of accounts with many of the world's top pharma companies. Spending time at this company is a great thing to have on one's CV, and for those who are looking for long term progression, there is significant scope for internal promotion and professional growth.

In order to be considered for this opportunity it will be necessary to have experience of working as a medical writer within a medical communications agency. You will have a strong academic background in the life sciences with post-graduate qualifications being an advantage.

<http://tinyurl.com/yrhthx>

SOFTWARE MANAGED SERVICES TEAM LEADER

Due to an ever increasing workload my client are seeking a Software Managed Services Team Lead for a challenging yet rewarding role **based from home** (with some travel occasional). Preferably experienced with SIMS & EMS you will have ideally worked within the public sector (councils/schools) and have proven team lead skills. Other desirable skills include the ability to learn new systems quickly, experience of bespoke web based and client server based applications and ideally an understanding of implementing HD software solution to fit with the business needs and processes.

Salary £24K - £28K + benefits. <http://tinyurl.com/2en25d>

CLINICAL SAS PROGRAMMER SCOTLAND

Are you looking for your next move into a contract that will offer security as well as an excellent rate? I am currently working with a leading biotechnology organisation who have 2 vacancies within their biostatistics team. As an experienced SAS programmer you will be familiar with the SAS software suite (BASE, MACRO, STAT) as well as having a proven track record in PL/SQL, data manipulation, migration and extraction. You should be competent in database design, build and validation/derivation procedure programming and be able to share your knowledge with newer members of the team.

Home based opportunities are available after proven results. This contract will run for a minimum of 12 months. <http://tinyurl.com/2dybp7>

APPLICATION CONSULTANT - BRISTOL

A global solutions company urgently need to recruit an Application Consultant that is capable of installing and supporting bespoke Digital & Speech recognition applications to an impressive portfolio of clients in the medical and legal arena.

You will be **based from home** but will work alongside the project support team and will providing a comprehensive support to the above applications. You will be call logging, sending out and updating software, testing software and documentation. This will be done via a combination of telephone / email and remote support (RAS / VPN). You will need to have a solid grounding in Windows platforms (XP / 2000 / NT)&a basic server knowledge (2000 / 2003) with an understanding of MS SQL server. Communication skills are paramount and any previous experience working in either the legal or medical field would be highly desirable. A minimum of 2 years previous experience in a similar role is essential and English must be your first language. This global company are offering training courses to improve your skills as well as career progression with one of the leading companies in Digital & Speech recognition applications. Salary £22,000 (Negotiable). <http://tinyurl.com/yw98va>

BID MANAGER - INTERNATIONAL

My client is a global telecoms organisation & they are looking to recruit a Bid Manager to lead major global proposals. They are a APMP accredited organisation following a predetermined Bid Management maturity model.

You should be very customer focused & able to influence in the board-room, able to lead a multi-cultural team in achieving deadlines set by the customer or account team & should assume a leadership among the bid management community & drive best practices.

The purpose of role is to take leadership responsibility for the bid between bid decision & Bid Approval, & is expected to be a key contributor. Manage Global Bid Opportunities, including Due Diligence, Data Gathering, Total Cost of Ownership (TCO), Pricing, Commercial Terms and Conditions, MOU/LOI, customer contract negotiations & migration plan. Areas of responsibility are:

- Bid Planning = 40%
- Bid Execution = 30%
- Bid Performance Review = 10%
- Communication = 20%

Experience / knowledge required:

- A minimum of 3 years of proven success managing large-scale systems implementation, and/or 3 years proven success in IT/communications Bid project management for major proposal development efforts.
- Proven success in coordinating and creating major Consulting, Technology and/or Outsourcing contracts of at least \$25 million or more and management of multi company pursuit teams of at least 5 resources.
- Solution expertise should include familiarity with large package implementations and complex project business (e.g in other divisions or external companies).
- Experience in proposal preparation and process, including discussions, Pricing/Market Price Analysis, presentations, in prime/sub teaming, negotiations, and contract management
- Demonstrated international working experience
- Multi-channel experience

The role requires a degree of travel (project by project) but is **often home-based** conference call driven. PLEASE NO PROJECT MANAGERS APPLY AS THIS IS NOT A PROJECT MANAGERS ROLE. Salary up to £70K + benefits. <http://tinyurl.com/29w4pj>

CMC SPECIALIST - PHARMA

You will collate and interpret pre-clinical and development data (statistical analysis) to produce dossier for submission to the relevant Health Authority in application for new product launches. This exciting and rare opportunity to make such an important contribution to an expanding pharma company will give you long term stability and the opportunity to develop your skills within Clinical chemical manufacturing and controls. As the successful candidate you will have the option of **working from home**, with occasional onsite visits for key meetings.

Experience:

- Previous experience with Clinical CMC
- An excellent understanding of pharma regulations, guidelines and quality requirements
- Ideally you will also have a scientific background, although not essential

12 month contract - £40 - 45 per hour. <http://tinyurl.com/29lt8m>

SENIOR BIOSTATISTICIAN

Are you an experienced Biostatistician who is keen to **work from home** from any location throughout Europe including the UK.?

The Senior Biostatistician is responsible for:

1. Leads the planning and implementation of statistical analysis for clinical study reports and regulatory dossiers.
2. Provides leadership, quality review, and mentoring to less experienced biostatisticians and coordinates the work of other biostatisticians.
3. Represents company at internal and sponsor technical meetings.
4. Utilizes advanced statistical methods (interim analysis stopping rules, analysis of pharmacokinetic parameters, logistic regression etc.).
5. Ensures that all work is accomplished on time and according to established process and seeks continuous improvement of the process.
6. Employs knowledge of SAS statistical programming technique as applied to clinical trials, while keeping up-to-date on developing SAS procedures.
7. Writes statistical sections for protocols, protocol analysis plans, mock tables shells and finalizes clinical/statistical integrated reports.
8. Maintains overall awareness in the field of biostatistics by reading related literature, attending training classes, attending professional meetings, etc.

You will be required to have a PhD in Biostatistics/Mathematical statistics plus approximately 2 years of clinical trials experience (candidates with the relevant skills outside of this will also be considered) You will also require strong SAS programming experience.

Salary negotiable. <http://tinyurl.com/yu8fs9>

SENIOR BUSINESS DEVELOPMENT DIRECTOR

The number one name in the supply of Enterprise Telephony and Call Centre Solutions is looking to build on its unprecedented growth by employing experienced Senior Business Development Directors to bolster their team. This is a real new business hunter role that offers an excellent opportunity for both financial reward and career progression.

The role will give major account responsibility for positioning and selling Unified Communications Applications into new accounts. The target market is large FTSE 100 companies in enterprise verticals from retail to finance. The approach is high-touch with a partner/channel mix driving business through influencer channels such as Global Systems Integrators, Distributors and Resellers.

The ideal candidate will display strong "hunter" style characteristics in recruiting new accounts and targeting competitive knockouts in the contact centre software, CRM application based services space. The position is **home based** and requires a strong track record of achievement in a pure New Business background.

Salary £60,000 - £72,000. <http://tinyurl.com/27y8nz>

CREDIT CONTROL

This is a Brilliant opportunity to join a company who are recognised by both clients and colleagues as leading experts in their field. The role is to chase their Insurer Clients' policyholders for payment of the VAT element of our invoices and is a **home based role**. Duties and

Responsibilities:

- You will be home-based and operate as part of the Credit Control team, taking responsibility and ownership for the chasing of VAT debts over 60 days old
- Making a high volume of outgoing phone calls chasing VAT debt that has been billed to our main insurer clients') policyholders
- Debts to chase will be identified from the diary function within the Creditforce software, and reports generated by the Credit Control Manager
- Dealing with incoming queries from both policyholders and fee-earners
- Use of Creditforce software to log notes and queries
- Liaising with fee-earners and the Billing team regarding rebilling incorrect VAT
- Monthly meetings with Credit Control Manager to discuss progress

Skills:

- A minimum of two years telephone-based experience, and experience of accounting and financial concepts, and credit control experience is preferred
- You will need excellent communication and influencing skills, a tenacious personality able to handle sometimes difficult phone calls, a high level of self-motivation together with a structured approach to workload and the ability to manage a high workload whilst achieving set targets
- You will need a reasonable level of computer literacy particularly MS Office suite, with ability to pick up new systems quickly, and a good level of numeracy required, with a minimum of GCSE Maths at grade A-C
- You must have access to a suitable location at home in which to work, this should be a separate room and needs to be adequate to enable productive and safe work

Salary £14,000 - £20,000. <http://tinyurl.com/22z32w>

PROJECT MANAGER, LEADING EDGE VOICE RECOGNITION

This is a truly unique opportunity to join this successful high tech market leader. It is an excellent time to join them as they go from strength to strength with their leading edge voice solutions in the contact centre / intelligent voice recognition sector. Due to their ongoing success they have the need to recruit an experienced technical project manager / project team leader to deliver projects to an impressive client list.

In order to be considered you will ideally have a background in software development and solution delivery (preferably including Java development environments) and a proven track record in project management and technical team leadership. Ideally you will have worked for a software company, delivering customised software solutions. Any experience in the voice recognition / speech recognition and voice integration sectors would be advantageous but not essential. Prince 2 or PMP certified would be a bonus!

In return my client can offer a rewarding role in a thriving high technology market sector, great career prospects as they continue to expand and competitive remuneration package. Salary negotiable dependent on experience but likely to be in region of £48-56,000 plus benefits. Flexible

base location - **home based** most of time with access to Central London offices plus some travel to client site. <http://tinyurl.com/26sb48>

BUSINESS DEVELOPMENT DIRECTOR

My client is a globally known online marketing and market research customer tracking site, with an annual turnover of over £80,000,000. They are currently recruiting an exciting senior level role for a Business Development Director.

Working ostensibly from home (with the occasional trip to their HQ in Scotland) this role will encompass the whole gambit of the business development and sales cycle from strategic client selection, to presentation and after sales service.

The successful candidate will have specific industry knowledge, either from a marketing or market research perspective and will have had substantial sales/business development experience at a senior/board level. Previous experience in developing/building a sales team would also be an advantage.

Generous basic salary of up to £50,000 + opportunity to double this with an excellent commission scheme and the added incentive of **working from home** 4 days per week. Only self starters need apply for this dynamic role! <http://tinyurl.com/2hkv7e>

TELEPHONE RESEARCHER

Busy recruitment consultancy requires researcher with a good understanding of B2B environments. Our markets are Construction, Waste, Commercial Services and Engineering.

This person must have good commercial acumen and a diverse understanding. Also any exposure of CRM databases would be an advantage

Home based. Salary £11,000 - £12,000. <http://tinyurl.com/ynl3ay>

VC++ DEVELOPER VISUAL C++ WINDOWS

Our Client, an online data storage service, requires a skilled C++ developer with experience of Windows file system/disk driver APIs and file synchronisation methodologies. You will work on the user interface, the OS interaction and the underlying storage, caching and synchronisation technologies in our virtual drive software for Windows.

Like our 4 existing developers, you will **work from home** mostly on individual led projects. An ability to manage your own work load within the business time constraints is required. We have daily communication by e-mail, IM and VoIP and monthly meetings in Leeds, Yorkshire which you will need to attend. Required Skills

- C++
- Visual Studio
- Windows (XP & Vista)
- TCP & HTTP protocols

Desirable Skills

- Shell extensions
- WebDAV
- Inno Setup
- Subversion/SVN

Three month contract - £40 per hour. <http://tinyurl.com/yv6uvo>