

SHREWSBURY TOWN COUNCIL

We are seeking to recruit the following dedicated and proactive individuals to join our team:

Job Title	Pay Scale	Salary
➤ Administration / Customer Services Assistant	J5, SCP 7 - 11	£26,403 - £28,142

The Administration / Customer Services Assistant will provide high-quality frontline customer service and administrative support to the Town Council, ensuring the efficient and effective delivery of services to residents, councillors, stakeholders, and visitors.

This role is integral to maintaining excellent customer care standards and promoting a positive image of the Town Council. Acting as a key point of contact, the postholder will respond to enquiries, process service requests, provide accurate information and resolve issues where appropriate.

The ideal candidate must have strong communication skills and be proficient in Microsoft Office packages, with the ability to work on your own initiative.

Working hours – 37 hours per week.

An application form is available at: www.shrewsburytowncouncil.gov.uk

For an informal chat, please contact Ruth Jones, Office Manager (01743 257656).

Closing Date for applications midday Tuesday 8th September 2026

Interviews will take place on the 16th & 17th September 2026

Benefits:

- Training opportunities
- LGPS Pension Scheme