

JOB DESCRIPTION

JOB TITLE:	Customer Services / Administration Assistant
GRADE:	J5, SCP 7 – 11 - £26,403 - £28,142
RESPONSIBLE TO:	Office Manager
OTHER RELATIONSHIPS:	Officers of the Council General Public
CONTACTS:	Internal 40%: All Shrewsbury Town Council staff External 60%: Local Members, residents and local stakeholders
DATE OF REVISION:	August 2026

MAIN PURPOSE OF THE POST:

To 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, resolve issues where appropriate, and support a range of administrative functions. The role requires professional communication across a variety of channels, maintaining accurate records, and ensuring that all interactions are handled promptly, courteously, and efficiently to deliver a positive customer experience and support the smooth running of Council services.

Main Duties:

1. To provide general administrative support to the Town Council ensuring the efficient and effective delivery of services.
2. To support the setup and administration of new processes and local procedures while ensuring continual improvement of these while ensuring excellent customer services.
3. To maintain accurate records when logging service requests, complaints, compliments, records of completed work, service levels, recurring issues and general enquires.
4. To assist residents regarding Shrewsbury Town Council's services, including street cleaning, litter, overflowing bins, and general environmental concerns.
5. To assist with responding to telephone, email, online form, and in-person enquiries, professionally and promptly, ensuring customer needs are met.
6. To provide clear information about service standards, schedules, and processes and to track request progress and follow up to ensure timely resolution.

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7. To maintain positive relationships with Councillors, residents & local groups.
8. To assist in maintaining the Town Council's filing system (paper & electronically) in accordance with the Town Council's Document Retention Policy.
9. To undertake any such duties as may be reasonably required within this post to support the operational needs of the service area of the Council, including deputising for other members of staff during holidays, sickness absence etc. and maintaining business continuity and during civil emergencies.

Other Duties:

1. Work in locations specified by Shrewsbury Town Council to deliver the standards and service required.
2. Undertake additional duties as required, commensurate with the level of role.

Note

This Job Description outlines the principal duties and responsibilities of the post at the date of preparation. It is not intended to be an exhaustive list, and the post holder may be required to undertake other duties that are commensurate with the grade and responsibilities of the role.

The Council reserves the right to amend the duties and responsibilities of the post following consultation with the post holder to meet changing organisational and service needs.



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PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Qualifications/Education/Training	
• Good Standard of Literacy & Numeracy. • Strong communication skills. • GCSE Grades A*- C / 9-4 (or equivalent) in Maths and English (certificates required for evidence).	
Experience	
• Good working knowledge of the computer system.	• Experience of working in a customer contact centre. • Inputting customer feedback and information into a records management system
Knowledge	
• Experience of using Microsoft Office packages. • Previous office experience with the ability to prioritise tasks.	• Knowledge of the local area. • Knowledge of GDPR and Data Protection.
Skills and competencies	
• Ability to work as part of a team. • Good interpersonal skills with the ability to develop and maintain good relationships with staff, councillors, external bodies. • Ability to maintain confidentiality.	• Experience in the use of social media platforms. • Experience in the use of updating websites.
Personal Attributes	
• Flexible, pro-active and “hands-on” approach to tasks. • Commitment to the delivery of excellent level and quality customer service. • Enthusiastic and flexible. • To remain calm under pressure.	
Special Conditions	
• Willingness to undergo training to acquire relevant new skills or knowledge relevant to the job. • Care and accuracy is required in the processing and preparation of information.	• Prepared to work varied hours to meet the needs of the post.