

Do you want to make a difference to the community? Are you passionate about stakeholder engagement, customer service and providing high-quality administrative support? We are currently seeking Civic Support Officers, and if you have these skills, this could be your opportunity to Rewrite the Future with us.

- **Work in a dynamic and service focused team**
- **Two permanent full-time positions available**
- **One temporary role for up to 6 months**

Job Description

As a Civic Support Officer, you'll play a key role in supporting Councillors, executives and the community through exceptional administrative, governance and customer service support. No two days are the same, with opportunities to coordinate meetings and events, manage stakeholder enquiries and contribute to important Council outcomes.

This includes an expectation of in person attendance at Council meetings outside of standard operating hours.

Applicant Profile

To be successful in this role, you will have:

- Certificate III qualification in Business Administration or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development
- Current class C Driver license
- Demonstrated ability to participate and actively contribute in a team environment within a diverse, medium to large, organisation
- Demonstrated recent experience in administrative position, including electronic document management processes, accurate typing skills (minimum 60 words per minute), minute taking, meeting preparation.
- Strong attention to detail

- Strong customer service ethos and a demonstrated customer-centric approach to service provision both verbally and in writing
- Proven ability to complete work in a fast-paced, high performing environment, and deliver according to project schedules and deadlines, including willingness and ability to attend evening meetings (a minimum of 2 evenings per month)
- Demonstrated extensive experience working in an environment dealing with issues of a highly legislated and confidential nature
- Demonstrated experience in consultation, negotiation and conflict resolution.
- Demonstrated extensive experience in Microsoft suite of programs and experience with digital system management or training (preferably a digital business paper system).

Offer Details

The commencing salary for this position is up to \$83,231. Central Coast Council also provides progression opportunities for employees to progress up to the maximum salary of \$96,436 on completion of assessment of skills and performance plus 12% superannuation

- We have two (2) permanent full-time roles and one (1) temporary full-time role available
- These roles will be able to access a 9-day fortnight
- We are able to offer hybrid and flexible working conditions for these roles
- This role is located at the Wyong Administration Building

Want to know more?

The contact person for this role is **Briony Stiles, Team Leader**. You can contact **Briony** on **0474 067 261**.

This position will close for applications at **midnight on Sunday, 6 September 2026**.

We will not accept unsolicited resumes or applications being presented by recruitment agencies.



Extra benefits

At Central Coast Council we provide team members with a range of extras that help them balance their life when they need it. Fitness Passports give access to a range of gyms. And an Employee Assistance Program that offers a range of wellbeing initiatives to help you and your immediate family.

Other extras include:

- Long service leave after 5 years of continuous service
- Free flu vaccination program
- Time provided for you to do annual skin cancer screening, Breast screen and blood donations
- Access to professional development with career development and learning programs through various platforms
- We reward and recognise our staff with our Cheers program
- Novated leasing partnerships.

Central Coast Council is ideally located on the northern fringe of Sydney and just an hour's drive from Newcastle, the Central Coast offers one of the best places in Australia to live and work. The

Central Coast is one of the fastest growing regions in NSW, the third largest Local Government Area (LGA) in NSW and the 6th Largest LGA in Australia.

Central Coast Council is committed to the goals of equal opportunity employment. We aim to provide a work environment for our employees that fosters equity, diversity and respect.

Council is committed to providing safe environments that protect the physical, emotional, cultural and social wellbeing of children on the Central Coast.

Council may create an eligibility list from this recruitment process and may utilise this eligibility list to fill other permanent or temporary vacancies.

How to apply

We have put together some additional resources to help you [apply for a role](#) at Central Coast Council.

By completing and submitting this online application you confirm that any information that you provide in this application is true and correct and acknowledge that any offer of employment may be withdrawn should the information that you have provided in support of your application be shown to be false.

You also consent to employment screening checks being conducted where appropriate. This may include associated checks including reference checks, Working with Children Check, Entitlement to Work in Australia, employment history and an Australian Federal Police Check, as well as substantiation of educational qualifications, industry memberships, previous Central Coast Council employment history and association with professional bodies.

You also acknowledge that you will be required to provide proof of eligibility (including photo identification) to work in Australia if selected for an interview.

To lodge your application, please follow these steps:

1. Answer the on-line questions shown below.
2. Attach your resume
3. Attach your qualifications and licences.

Once your application is successfully lodged you will receive an automated response sent to your e-mail address. If a response is not received this means that your application has not been successfully submitted and you will need to lodge another application.

If you require assistance to lodge your application please contact our Talent Acquisition team by emailing recruit@centralcoast.nsw.gov.au to discuss what reasonable adjustments you may need. If you are deaf, hearing or speech impaired, you can contact us through the National Relay Service TTY call 133 677 or Speak & Listen 1300 555 727.

Applicants who are selected for interview will be contacted by phone or e-mail.

You will have the ability to save your application as you go using the 'Save Application' button. You can start an application and return to it later via the automatic follow-up email once you have the time and required information at hand to finalise your application.

If you don't have access to a computer or electronic device, you can lodge your application at any of Council's Library locations. Pre-book a free 1-hour computer timeslot by contacting your nearest

library <https://www.centralcoast.nsw.gov.au/libraries/our-branches> or ask at the enquiry counter.

