

Are you passionate about transparency, accountability and helping people access the information they need? If you're curious, detail-focused and enjoy helping people navigate complex issues, this could be the perfect next step in your career.

- **Permanent role with Hybrid working arrangements**
- **Join an experienced and collaborative team where expertise is shared, flexibility is valued and your contribution is genuinely recognised**

About the role

As our Governance and Access to Information Officer, you'll use your analytical thinking, attention to detail and customer focus to navigate complex information requests, provide practical advice and help ensure Council meets its legislative obligations with confidence and integrity.

You will manage a broad range of access to information and governance activities, including assessing information requests, making recommendations on access decisions, preparing Notices of Decision, providing guidance to staff and customers, and supporting the proactive release of Council information

Working closely with business units across Council, you'll help identify, retrieve and release information in accordance with legislative requirements while contributing to continuous improvement initiatives that strengthen governance practices across the organisation. This position is required to provide quality customer service and create value for the community.

What you'll be doing:

- Provide professional customer service to the public, supporting access to Council documents in line with GIPA and privacy legislation
- Provide clear guidance and practical advice to internal and external customers on governance matters and access to Council information
- Support the proactive release of Council information and contribute to policies, procedures and governance improvements
- Undertake document searches, manage staff delegations and support document management, retrieval and finalisation processes

- Work in a high-volume, deadline-driven environment, assisting with compliance reporting, legal discovery requests and broader Governance and Business Services activities.

To be successful in this role, you will have:

- Certificate III qualification in Business Administration, Recordkeeping or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development
- Experience in governance, administration, information access, public administration or another complex regulatory environment
- You're confident interpreting legislation, policies and procedures, and can turn complex information into clear, practical guidance
- You build trust easily, communicate with diplomacy and use sound judgement to balance competing priorities
- You enjoy improving processes, solving problems and contributing to a governance environment that is professional, responsive and community focused.

Offer Details

The commencing salary for this position is up to \$80K. Central Coast Council also provides progression opportunities for employees to progress up to the maximum salary of \$92.7K on completion of assessment of skills and performance plus 12% superannuation

- We have a permanent role available
- This role will be able to access a 9 day fortnight
- We are able to offer hybrid and flexible working conditions for this role - 2 days from home and 3 days onsite
- This role is located at the Wyong Administration Building

Want to know more?

The contact person for this role is **Mel Norris, Section Manager Governance**. You can contact **Mel** on **0477 908 781**.

This position will close for applications at **midnight on Sunday, 11 October 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. Click to apply
2. Answer the online questions
3. Attach your resume
4. 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.



Be safe



Be positive



Be your best



Serve



Collaborate



Improve

Corporate Values

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