



MIDCOAST
council

Business Support Officer

Location: MidCoast NSW

Looking for more than just your next job?

Join a team that's helping shape the future of the MidCoast while enjoying the perfect balance of meaningful work and an exceptional lifestyle on the [Barrington Coast](#). Here, your contribution matters – to your community, your team, and your own future.

The Opportunity

We are seeking an organised and customer-focused Business Support Officer to join our team.

This role provides high-quality administrative and business support and plays an important role in ensuring the team delivers accurate, timely and responsive services to the community.

As Business Support Officer, you will be a key point of contact for internal and external customers, supporting effective administration, process improvement and service delivery.

In this role, you will:

- Provide specialist and general administrative support to the team.
- Act as a positive point of contact for the section, providing professional and responsive customer service to internal and external customers.
- Process information, maintain accurate records and undertake data entry using Microsoft Office, TechOne or similar enterprise systems.

- Participate in the ongoing review of section policies for the corporate policy register.
- Facilitate process review and mapping activities.
- Support compliance with relevant legislation, policies and procedures.
- Provide regular progress reporting as required.
- Promote change initiatives and support team members through change processes.
- Build and maintain constructive working relationships with internal teams, external stakeholders and customers.
- Contribute to a positive, supportive and improvement-focused workplace culture.

What you'll bring

- Relevant experience in a business support, administration or customer service role, preferably within local government or a comparable environment.
- Demonstrated ability to accurately process information, maintain records and undertake data entry using Microsoft Office, TechOne or similar enterprise systems.
- Proven ability to provide responsive, professional and practical customer service, including handling enquiries, explaining processes and managing competing customer needs.
- Experience providing reliable administrative support in a busy environment where accuracy, confidentiality and timeliness are important.
- Well-developed organisational and problem-solving skills, including the ability to prioritise tasks, use initiative and identify practical solutions.
- Demonstrated ability to develop and maintain constructive relationships with internal teams, external stakeholders and customers.
- The ability to work positively within a team, adapt to changing systems and processes, and contribute to continuous improvement.

What we offer?

We are committed to the growth of our employees and have a range of benefits available to support wellbeing and career development. [Click here to find out more.](#)

Looking to relocate? From housing and transport to community connections and personalised support – discover a range of local services designed to make your move to the MidCoast region easier. [Learn more here.](#)

Salary: Commencing salary circa \$65,290p.a. plus superannuation.

Location: This position will be based at our Administration Centre in Yalawanyi Ganya at 2 Biripi Way, Taree. You may also be required to be based from other Council sites across the MidCoast Council region.

Tenure: Permanent, Full Time.

Closing date: Sunday, 1 November 2026 at 11:00 pm.

For questions relating to the position requirements please contact James Bloxham – Coordinator On-site Wastewater Management who is the hiring manager for this role. James can be reached on (02) 7955 7658 or at james.bloxham@midcoast.nsw.gov.au.

For enquiries regarding the application process contact Loretta Anderson, Human Resources Business Partner who is the HR representative for this role. Loretta can be reached on (02) 7955 7316 or at Loretta.Anderson@midcoast.nsw.gov.au

How to apply:

- When responding to the questions below, please include detailed and relevant examples of your skills and experience. Using the STAR method can help you prepare clear and concise responses using real-life examples. For more information regarding the STAR method, [please click on this link](#).
- Please avoid using AI to generate responses to answer the questions in your application.
- You have the option to save your application prior to submitting, however please ensure you don't forget to submit your application before the closing date.
- Click the "NEXT" button at the bottom of the application form to attach your resume. We recommend using Pdf formatting where possible.
- Attaching a Cover Letter is not a requirement of the application process. However, there is an 'optional field' to attach a Cover Letter, if you wish to do so.
- We will be in touch via email.

Our organisation

At MidCoast Council our people are our most important resource and we believe that we can only reach our full potential when you reach yours. This is the place for those who seek to play a role in the community and have an enthusiasm to learn and grow. Here you can make a real difference.

Our community is our customer and is at the centre of everything we do. We value, support and empower our people to deliver positive results for our community.

Right now, we are investing heavily in our organisation, and our people. Our Administration Centre is a state-of-the-art facility designed to inspire innovation, creativity and collaboration. The building has been named 'Yalawanyi Ganya' which means "sitting/meeting place" in the Gathang language of the indigenous people across the MidCoast Region.

About the MidCoast Region

From lakes and estuaries to white sandy beaches to world heritage mountain wilderness, the MidCoast region offers an attractive lifestyle for everyone. Our community is characterised by its welcoming attitude, growing economy and natural beauty. These are the pillars of the quality of life we value.

Our commitment

At MidCoast Council we are committed to providing equal employment opportunities. Our aim is to provide all of our staff with an inclusive, safe and healthy working environment. We never discriminate on the basis of race, religion, national origin, gender identity or expression, sexual orientation, age or marital, veteran or disability status. If you have a disability and need to request any adjustments to assist with the application process, or to discuss workplace adjustments you may require, please contact the HR representative.

Council also recognises the skills and attributes of veterans and welcomes applications from ex-service personnel.

We respectfully ask that recruitment agencies do not contact us at this stage.