CORPORATE SERVICES

2024-2025 DRAFT ORGANOGRAM-CORPORATE SERVICES DEPARTMENT

Total number of posts: 26

Filled: 25

Vacant: 01

Help desk posts moved form Community Services to Customer care division

All senior Officers posts have been renamed Assistant Managers to create uniformity, no financial implications

DEPARTMENT: CORPORATE
SUPPORT SERVICES
PURPOSE: TO RENDER CORPORATE SUPPORT
SERVICES
FUNCTIONS:
 Manage provision of human resource services
Manage provision of general administration and
facilities management services
Manage provision of legal support services
4. Manage provision of information and communication
technology services
5. Manage customer care services
X1 Senior Manager(Filled)

X1 Admin Assistant(filled)

DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT PURPOSE: TO PROVIDE A STRATEGIC HUMAN RESOURCE FUNCTION FUNCTIONS: 1. Rendering of efficient human resource management services 2. Development of human resource organisational strategies 3. Management of sound employment relations programmes 4. Management of employee health and welness programmes X1 MANAGER: HUMAN RESOURCES (Filled) DIVISION: GENERAL ADMINISTRATION PURPOSE: TO PROVIDE GENERAL ADMINISTRATION AND FACILITIES MANAGEMENT SERVICES I. Provide general registry/records managem service 4. Management of employee health and welness programmes X1 MANAGER: HUMAN RESOURCES (Filled) DIVISION: GENERAL ADMINISTRATION PURPOSE: TO PROVIDE GENERAL DIVISION: GENERAL ADMINISTRATION PURPOSE: TO PROVIDE GENERAL DIVISION: GENERAL ADMINISTRATION PURPOSE: TO PROVIDE GENERAL DIVISION: GENERAL ADMINISTRATION PURPOSE: TO PROVIDE GENERAL SERVICE FUNCTIONS: 1. Provide acontinuous process improvement management service 6. Facilitate development and documenting of service standards 7. Provide a continuous process improvement management service 1. Provide a continuous process improvement management provide acustomer complaints and complaints X1 MANAGEN: GENERAL ADMINISTRATION AND FACILITIES(filled)	2. Handle litigation matters 3. Advice on the drafting and monitoring of service level agreements 4. Draft and amend legislation and legal instruments 5. Carry out all administrative legal actions to ensure compliance X1 MANAGER: LEGAL SERVICES(filled) X1 Assistant Manager: Legal Services (Vacant) X1 Labour Relations Officer(Filled)	DIVISION: INFORMATION TECHNOLOGY PURPOSE: TO MANAGE THE PROVISION OF INFORMATION TECHNOLOGY FUNCTIONS: 1. Develop and monitor the acquisition and implementation of ICT framework, architecture (e.g. ERP), infrastructure, policies, processes and procedures 2. Provide and facilitate infrastructure and operational support services (networks, hardware, software, applications, system administration) 3. Instal and maintain ICT systems security, data integrity, and information security and backup 4. Conduct ICT research and advice municipality on latest ICT needs and requirements X1 MANAGER: INFORMATION TECHNOLOGY (filled) X1 Assistant Manager: IT (filled) X1 Service Desk (filled)	DIVIVISION:HR DEVELOPMENT & ORGANIZATIONAL DESIGN PURPOSE:To provide erformance management, Human resources information management systems, Employment equity, Job Evaluation and Training and development 1 To render individual performance management 2. To render individual performance management 3. To render individual performance management 4. To promote human resources development 5. To render talent management & employment equity X1 MANAGER: HRD & ORGANIZATIONAL DESIGN (Filled) X1 Skills development Officer(Filled)	

DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

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	ement of e		health and
wellne	ss program	mes	
X1 MAN	AGER :HU	MAN RE	SOURCES
(Filled)			

SUB-DIVISION: HUMAN RESOURCE MANAGEMENT PURPOSE: TO RENDER EFFICIENT HUMAN RESOURCE ADMINISTRATION SERVICES. FUNCTIONS: 1.Manage Human Resources 2.Maintain a human resource management information system (HRIS 3. Manage labour relations services (policies, codes, practices, grievances, disputes, disciplinary matters X1Assistant Manager: HRM (Filled) X1 Human Resources Officer(filled)	SUB-DIVISION: OCCUPATIONAL HEALTH AND EMPLOYEE WELLNESS PURPOSE: TO MANAGE EMPLOYEE HEALTH AND WELLNESS PROGRAMMES FUNCTIONS: 1. Manage the quality of worklife within the Municipality (Employee Wellness Programme)
	2. Manage the implementation of occupational health and safety programmes in the Municipality
	X1 Assistant Manager: Occupational Health and Safety Officer (filled) X1 Wellness Officer(Filled)

DIVISION: GENERAL ADMINISTRATION, FACILITIES AND FLEET MANAGEMENT

-	POSE: TO PROVIDE GENERAL ADMINISTRATION
	FACILITIES MANAGEMENT SERVICES
TO F	PROVIDE A COMMUNITY CUSTOMER CARE
SER	VICE
FUN	CTIONS:
1. Pr	ovide general registry/records management service
2. Pr	ovide facilities management services (cleaning,
	curity and minor building maintenance)
3. Pr	ovide driver, messenger and receptionist services
4. Pr	ovide administratvie support to satellite / regional
office	es
5. Pr	ovide a continuous process improvement and
man	agement service
6. Fa	acilitate development and documenting of service
stan	dards
7. Pr	ovide a customer complaints and compliments Help
	service, and facilitating resolution of customer
	lems and complaints
•	ANAGER: GENERAL ADMINISTRATION AND

SUB-DIVISION: REGISTRY / RECORDS OFFICE	SUB-DIVISION: CUSTOMER CARE	
PURPOSE:TO RENDER RECORDS MANAGEMENT AND RECEPTION SERVICES FUNCTIONS: 1. Provide a general records management service 2. Render a messenger (and driver-messenger) service 4. Render bulk document reproduction service X1 Registry Officer (filled) X1 Registry Clerk (filled)	 PURPOSE: TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE FUNCTIONS: 1. Provide a continuous process improvement and management service 2. Facilitate development and documenting of service standards 3. Provide a customer complaints and compliments Help Desk service, and 	
x1 Data Capture(filled)	facilitating resolution of customer problems and complaints 4. Render switchboard and receptionist services	
	X1 Customer Care Officer(filled) X1 Receptionist (X1 filled)(Kgaola Mafiri Office) X1 Receptionist (X1 filled) (Main Office) X1 Switchboard Operator (1 filled) X1 Help desk clerks(filled)(Nebo DLTC) X1 Help desk clerks(filled)(Sekhukhune DLTC)	