

# CORPORATE SERVICES

# DRAFT 2019-2020 ORGANOGRAM-CORPORATE SERVICES DEPARTMENT

<b>DEPARTMENT: CORPORATE SUPPORT SERVICES</b>
PURPOSE: TO RENDER CORPORATE SUPPORT SERVICES
FUNCTIONS:
1. Manage provision of human resource services
2. Manage provision of general administration and facilities management services
3. Manage provision of legal support services
4. Manage provision of information and communication technology services
5. Manage customer care services
<b>X1 Senior Manager(Filled)</b>
<b>X1 Admin Assistant(filled)</b>

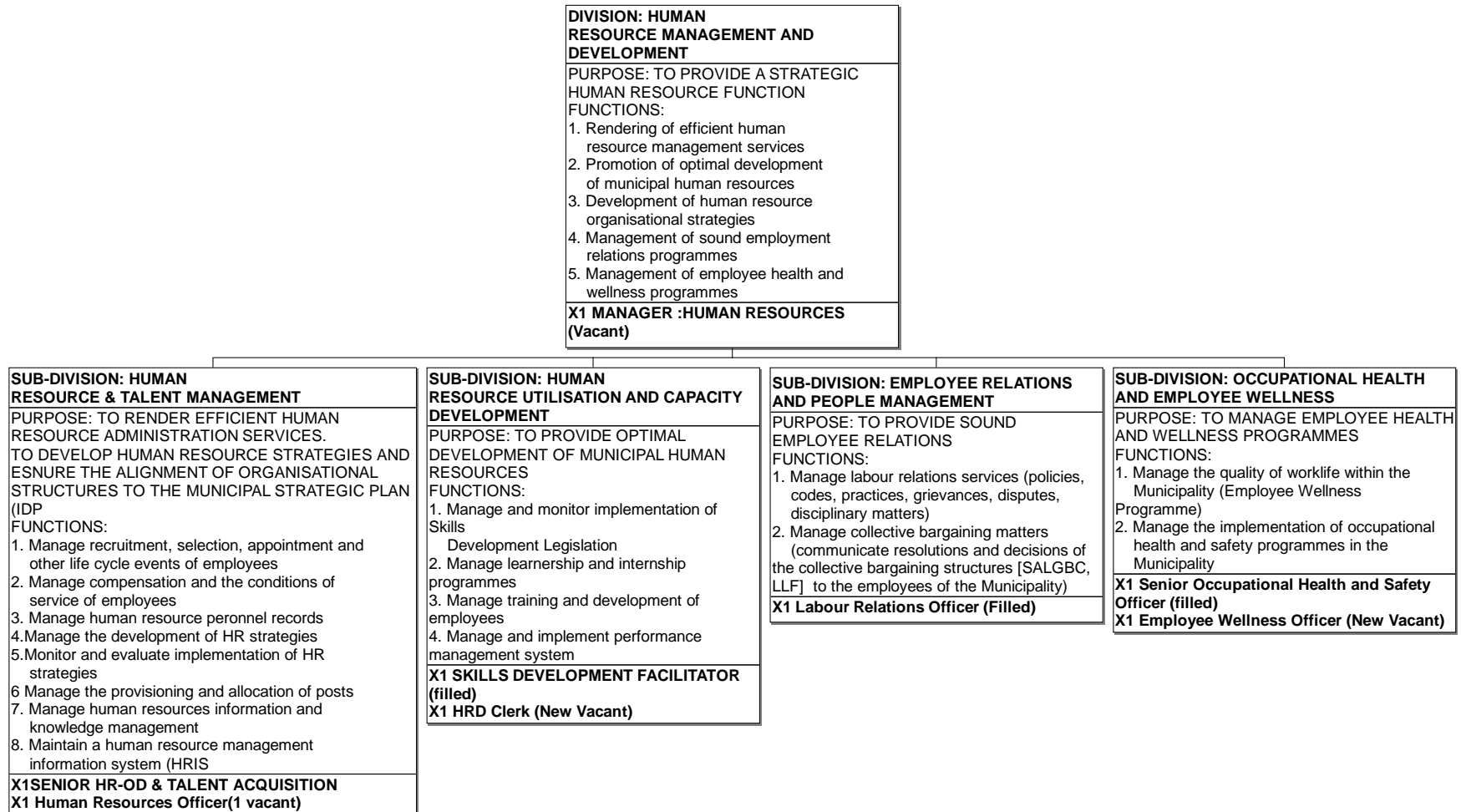
<b>DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT</b>
PURPOSE: TO PROVIDE A STRATEGIC HUMAN RESOURCE FUNCTION
FUNCTIONS:
1. Rendering of efficient human resource management services
2. Promotion of optimal development of municipal human resources
3. Development of human resource organisational strategies
4. Management of sound employment relations programmes
5. Management of employee health and wellness programmes
<b>X1 MANAGER :HUMAN RESOURCES (Vacant)</b>

<b>DIVISION: GENERAL ADMINISTRATION</b>
PURPOSE: TO PROVIDE GENERAL ADMINISTRATION AND FACILITIES MANAGEMENT SERVICES
TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE
FUNCTIONS:
1. Provide general registry/records management service
2. Provide facilities management services (cleaning, security and minor building maintenance)
3. Provide driver, messenger and receptionist services
4. Provide administrative support to satellite / regional offices
5. Provide a continuous process improvement and management service
6. Facilitate development and documenting of service standards
7. Provide a customer complaints and compliments Help Desk service, and facilitating resolution of customer problems and complaints
<b>X1 MANAGER: GENERAL ADMINISTRATION AND FACILITIES(vacant)</b>

<b>DIVISION: LEGAL SERVICES</b>
PURPOSE: TO PROVIDE LEGAL SUPPORT SERVICES
FUNCTIONS:
1. Provide sound legal advice and opinions
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
<b>X1 MANAGER: LEGAL SERVICES(filled)</b>
<b>X1 Senior Legal Services Officer(filled)</b>

<b>DIVISION: INFORMATION TECHNOLOGY</b>
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
<b>X1 MANAGER: INFORMATION TECHNOLOGY (filled)</b>
<b>X1 Senior IT TECHNICIAN(filled)</b>
<b>X1 IT Officer(filled)</b>
<b>X1 Help Desk Officer (filled)</b>

## DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT



# DIVISION: GENERAL ADMINISTRATION, FACILITIES AND FLEET MANAGEMENT

<b>DIVISION: GENERAL ADMINISTRATION</b>
PURPOSE: TO PROVIDE GENERAL ADMINISTRATION AND FACILITIES MANAGEMENT SERVICES TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE
FUNCTIONS:
1. Provide general registry/records management service
2. Provide facilities management services (cleaning, security and minor building maintenance)
3. Provide driver, messenger and receptionist services
4. Provide administrative support to satellite / regional offices
5. Provide a continuous process improvement and management service
6. Facilitate development and documenting of service standards
7. Provide a customer complaints and compliments Help Desk service, and facilitating resolution of customer problems and complaints
<b>X1 MANAGER: GENERAL ADMINISTRATION AND FACILITIES(vacant)</b>

<b>SUB-DIVISION: REGISTRY / RECORDS OFFICE</b>
PURPOSE: TO RENDER RECORDS MANAGEMENT AND RECEPTION SERVICES
FUNCTIONS:
1. Provide a general records management service
2. Render a messenger (and driver-messenger) service
3. Render switchboard and receptionist services
4. Render bulk document reproduction service
<b>X1 Facilities Officer(New Vacant)</b>
<b>X1 Registry Officer (filled)</b>
<b>X1 Registry Clerk (filled)</b>
<b>X1 Registry Clerk (New Vacant)</b>
<b>X1 Receptionist(filled)</b>
<b>x1 Data Capture(filled)</b>
<b>X1 Switchboard Operator (1 filled)</b>

<b>SUB-DIVISION: CUSTOMER CARE</b>
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 facilitating resolution of customer problems and complaints
<b>X1 Customer Care Officer(filled)</b>