

# CORPORATE SERVICES

# 2026-2027 ORGANOGRAM-CORPORATE SERVICES DEPARTMENT

**DEPARTMENT: CORPORATE SUPPORT SERVICES**  
 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  
**X1 Senior Manager(Filled)**

X1 Admin Assistant(filled)

**DIVISION: HUMAN RESOURCE MANAGEMENT**  
 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 wellness programmes  
 5. Manage OHS  
**X1 MANAGER :HUMAN RESOURCES (Filled)**  
**X1 Assistant Manager: HRM AND OHS (Filled)**  
**X1 Human Resources Officer(filled)**  
**X1 Labour Relations Officer(Filled)**  
**X1 Wellness Officer(Filled)**

**DIVISION: GENERAL ADMINISTRATION**  
 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  
**X1 MANAGER: GENERAL ADMINISTRATION AND FACILITIES(filled)**

**DIVISION: LEGAL SERVICES**  
 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  
**X1 MANAGER: LEGAL SERVICES(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 IT Officer(filled)**  
**X1 Service Desk (filled)**

**DIVISION: HUMAN CAPITAL MANAGEMENT & ORGANIZATIONAL DESIGN/DEVELOPMENT**  
 PURPOSE: To provide performance management, Human resources information management systems, Employment equity, Job Evaluation and Training and development  
 1. To render individual performance management  
 2. To render organizational design  
 3. To render HRIS  
 4. To promote human resources development  
 5. To render talent management & employment equity  
**X1 MANAGER: HCM & ORGANIZATIONAL DESIGN (Filled)**  
**X1 Skills development Officer(Filled)**

# DIVISION: GENERAL ADMINISTRATION, FACILITIES AND FLEET MANAGEMENT

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

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| <b>SUB-DIVISION: REGISTRY / RECORDS OFFICE</b>  |
| PURPOSE: TO RENDER RECORDS MANAGEMENT AND RECEPTION SERVICES  |
| FUNCTIONS:<br>1. Provide a general records management service<br>2. Render a messenger (and driver-messenger) service<br>4. Render bulk document reproduction service |
| <b>X1 Records &amp; Archives Officer (filled)</b><br><b>X1 Records &amp; Archives Clerk (filled)</b><br><b>x1 Data Capture (filled)</b>                               |

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| <b>SUB-DIVISION: CUSTOMER CARE</b>   |
| PURPOSE: TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE  |
| FUNCTIONS:<br>1. Provide a continuous process improvement and management service<br>2. Facilitate development and documenting of service standards<br>3. Provide a customer complaints and compliments Help Desk service, and facilitating resolution of customer problems and complaints<br>4. Render switchboard and receptionist services |
| <b>X1 Customer Care Officer (filled)</b><br><b>X1 Receptionist &amp; Switchboard Operator (filled) (Main Office)</b><br><b>X1 Help desk clerks (filled) (Nebo DLTC)</b><br><b>X1 Help desk clerks (filled) (Sekhukhune DLTC)</b>   |