# CORPORATE SERVICES

# 2025-2026 ORGANOGRAM-CORPORATE SERVICES DEPARTMENT

#### DEPARTMENT: CORPORATE SUPPORT SERVICES

PURPOSE: TO RENDER CORPORATE SUPPORT SERVICES FUNCTIONS:

. 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 AND DEVELOPMENT

PURPOSE: TO PROVIDE A STRATEGIC HUMAN RESOURCE FUNCTION FUNCTIONS:

- . Rendering of efficient human
- resource management services . Development of human resource
- organisational strategies . Management of sound employment
- relations programmes . Management of employee health and wellness programmes
- X1 MANAGER :HUMAN RESOURCES

#### 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
- 2. Provide facilities management services (cleaning, security and minor building maintenance) 3. Provide driver, messenger and receptionist
- 4. Provide administratvie support to satellite / regional offices

services

- 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
- I. 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)

#### DIVISION: INFORMATION TECHNOLOGY

PURPOSE: TO MANAGE THE PROVISION OF INFORMATION TECHNOLOGY FUNCTIONS:

- Develop and monitor the acquisition and implementation of ICT framework. architecture (e.g. ERP), infrastructure, policies, processes and procedures
- Provide and facilitate infrastructure and operational support services (networks, hardware, software, applications, system administration)
  - . Instal and maintain ICT systems security, data integrity, and information security and backup
  - Conduct ICT research and advice municipality on latest ICT needs and requirements

X1 MANAGER: INFORMATION TECHNOLOGY

X1 Assistant Manager: IT (filled)

X1 IT Officer(filled)

X1 Service Desk (filled)

#### **DIVISION:HUMAN CAPITAL MANAGEMENT &** ORGANIZATIONAL DESIGN/DEVELOPMENT

PURPOSE:To provide erformance management, Human resources information management systems, Employment equity, Job Evaluation and Training and development

- 1 To render individual perfomance management
- 2. To render ordganizational 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: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT**

#### DIVISION: HUMAN

### RESOURCE MANAGEMENT AND DEVELOPMENT

PURPOSE: TO PROVIDE A STRATEGIC HUMAN RESOURCE FUNCTION FUNCTIONS:

- Rendering of efficient human resource management services
- Development of human resource organisational strategies
- 3. Management of sound employment relations programmes
- 4. Management of employee health and wellness programmes

X1 MANAGER :HUMAN RESOURCES (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
- Manage labour relations services (policies, codes, practices, grievances, disputes, disciplinary matters

X1Assistant Manager: HRM (Filled)

- X1 Human Resources Officer(filled)
- X1 Labour Relations Officer(Filled)

## SUB-DIVISION: OCCUPATIONAL HEALTH AND EMPLOYEE WELLNESS

PURPOSE: TO MANAGE EMPLOYEE HEALTH AND WELLNESS PROGRAMMES FUNCTIONS:

- Manage the quality of worklife within the Municipality (Employee Wellness Programme)
- Manage the implementation of occupational health and safety programmes in the Municipality

X1 Assistant Manager: Occupational Health and Safety (filled)

X1 Wellness Officer(Filled)

# DIVISION: GENERAL ADMINISTRATION, FACILITIES AND FLEET MANAGEMENT

#### 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
- Provide facilities management services (cleaning, security and minor building maintenance)
- 3. Provide driver, messenger and receptionist services
- 4. Provide administratvie 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)

#### SUB-DIVISION: REGISTRY / RECORDS OFFICE

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 Records & Archives Officer (filled)
- X1 Records & ArchivesClerk (filled)
- x1 Data Capture(filled)

#### SUB-DIVISION: CUSTOMER CARE

PURPOSE: TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE FUNCTIONS:

- Provide a continuous process improvement and management service
- Facilitate development and documenting of service standards
- Provide a customer complaints and compliments Help Desk service, and 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 )(Sekhukhuné DLTC)