

CORPORATE SERVICES

2020-2021 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 AND DEVELOPMENT
 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
X1 MANAGER :HUMAN RESOURCES (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(vacant)

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)
X1 Senior Legal Services 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 Senior IT TECHNICIAN(filled)
X1 IT Officer(filled)
X1 Help Desk Officer (filled)

DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT
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
X1 MANAGER :HUMAN RESOURCES (Filled)

SUB-DIVISION: HUMAN RESOURCE & TALENT 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 training and development of employees 4. Manage labour relations services (policies, codes, practices, grievances, disputes, disciplinary matters)
X1 Senior HR-OD, Talent Management & Acquisition (Filled) X1 Human Resources Officer(filled) X1 Skills Development Officer X1 Labour Relations Officer X1 EAP Officer

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 Senior Occupational Health and Safety Officer (filled)

DIVISION: GENERAL ADMINISTRATION, FACILITIES AND FLEET MANAGEMENT

<p>DIVISION: GENERAL ADMINISTRATION</p> <p>PURPOSE: TO PROVIDE GENERAL ADMINISTRATION AND FACILITIES MANAGEMENT SERVICES TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE</p> <p>FUNCTIONS:</p> <ol style="list-style-type: none"> 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 <p>X1 MANAGER: GENERAL ADMINISTRATION AND FACILITIES(vacant)</p>
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<p>SUB-DIVISION: REGISTRY / RECORDS OFFICE</p> <p>PURPOSE: TO RENDER RECORDS MANAGEMENT AND RECEPTION SERVICES</p> <p>FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Provide a general records management service 2. Render a messenger (and driver-messenger) service 4. Render bulk document reproduction service <p>X1 Registry Officer (filled) X1 Registry Clerk (filled) x1 Data Capture(filled) X2 Messenger</p>
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<p>SUB-DIVISION: CUSTOMER CARE</p> <p>PURPOSE: TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE</p> <p>FUNCTIONS:</p> <ol style="list-style-type: none"> 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 4. Render switchboard and receptionist services <p>X1 Customer Care Officer(filled) X1 Receptionist(filled) X1 Switchboard Operator (1 filled)</p>

<p>SUB-DIVISION: REGISTRY / RECORDS OFFICE</p> <p>PURPOSE: To ensure compliance with facilities utilization laws and regulations and proper utilization by employees within the entire institution and ensure regular maintenance and repairs</p> <p>FUNCTIONS:</p> <p>Manage the provision of cleaning services of facilities</p> <p>Manage the provision of gardening services and parking facilities</p> <p>Manage office space to ensure sufficient office space is available to accommodate all employees</p> <p>Manage refurbishments and improvements of facilities</p> <p>X1 Facilities Officer</p>
