

Makhuduthamaga  
Municipality  
Organogram 2016 draft

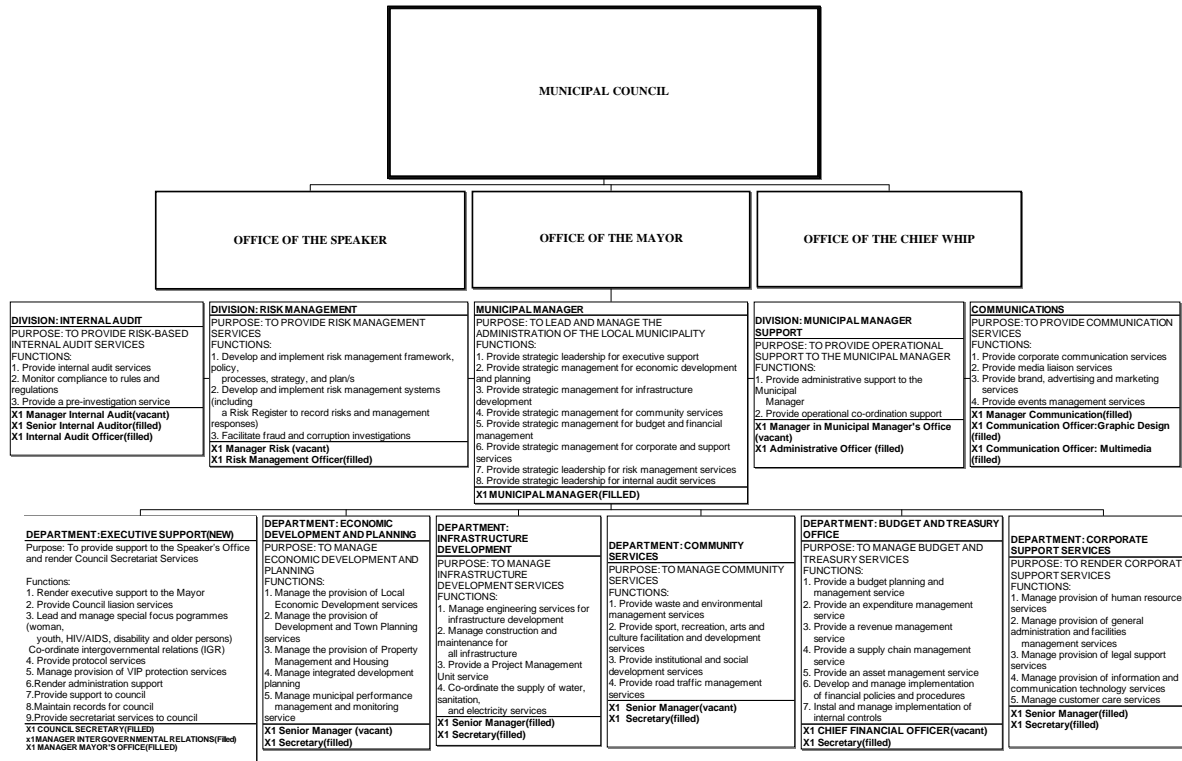
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# ORGANISATIONAL STRUCTURE: 2016/2017

## DRAFT





## **DEPARTMENT: OFFICE OF THE SPEAKER/EXECUTIVE SUPPORT(NEW)**

### **DEPARTMENT:EXECUTIVE SUPPORT(NEW)**

Purpose: To provide support to the Speaker's Office and render Council Secretariat Services

#### **Functions:**

1. Render executive support to the Mayor
2. Provide Council liasion services
3. Lead and manage special focus pogrammes (woman, youth, HIV/AIDS, disability and older persons)
- Co-ordinate intergovernmental relations (IGR)
4. Provide protocol services
5. Manage provision of VIP protection services
6. Render administration support
7. Provide support to council
8. Maintain records for council
9. Provide secretariat services to council

**X1 COUNCIL SECRETARY(FILLED)**

**x1MANAGER INTERGOVERNMENTAL RELATIONS(Filled)**

**X1 MANAGER MAYOR'S OFFICE(FILLED)**

#### **EXECUTIVE SUPPORT**

**TOTAL NO POSTS:17**

**TOTAL NO FILLED:11**

**TOTAL VACANT:6**

### **DIVISION: PUBLIC PARTICIPATION**

Purpose: To facilitate public participation and public relations, PROVIDE LOGISTICAL AND COMMITTEE SUPPORT SERVICES TO THE COUNCIL

#### **Functions:**

Coordinate public participation and stakeholder engagement  
Provide Secretariat services, research, administrative, and logistics support to Council and Council Committees

**X1 Public Participation Officer(filled)**

**X1 MPAC Researcher(vacant)**

**X1 MPAC Co-ordinator(vacant)**

**X1 Mpac Secretary(vacant)**

### **DIVISION:MAYOR'S OFFICE**

PURPOSE: TO PROVIDE POLITICAL AND EXECUTIVE SUPPORT SERVICES TO THE MAYOR, CO-ORDINATE INTERGOVERNMENTAL RELATIONS (IGR), PROTOCOL, AND VIP PROTECTION SERVICES

#### **FUNCTIONS:**

1. Render executive support to the Mayor
2. Provide Council liasion services
3. Lead and manage special focus pogrammes (woman, youth, HIV/AIDS, disability and older persons)
- Co-ordinate intergovernmental relations (IGR)
4. Provide protocol services
5. Manage provision of VIP protection services

**X1 Secretary(filled)**

**X1 Protocol and VIP protection(vacant)**

**X1 Youth Officer(vacant)**

**x1 Driver / Mayoral Chauffeur(filled)**

**x1Special programmes Officer(filled)**

**x1Community Liason Officer(filled)**

### **DIVISION: COUNCILOR SUPPORT**

Purpose: To render support to Councilors

#### **Functions:**

Coordinate capacity building & councilor welfare

**X1 Deputy Council secretary(Filled)**

**X1 Secretary Speaker (filled)**

**X1 Training and Councilor  
Welfare Officer(vacant)(new)**

### **SUB-DIVISION: CHIEF WHIP SUPPORT**

PURPOSE: TO PROVIDE EXECUTIVE AND ADMINISTRATIVE SUPPORT TO THE CHIEF WHIP  
FUNCTIONS:

1. Render executive support to the Chief Whip
2. Provide administrative support to the Chief Whip

**X 1 Secretary(filled)**



## DEPARTMENT: ECONOMIC DEVELOPMENT AND PLANNING

### **DEPARTMENT: ECONOMIC DEVELOPMENT AND PLANNING**

PURPOSE: TO MANAGE ECONOMIC DEVELOPMENT AND PLANNING

FUNCTIONS:

1. Manage the provision of Local Economic Development services
2. Manage the provision of Development and Town Planning services
3. Manage the provision of Property Management and Housing
4. Manage integrated development planning
5. Manage municipal performance management and monitoring service

**X1 Senior Manager (vacant)**

**X1 Secretary(filled)**

### **ECONOMIC DEVELOPMENT AND PLANNING**

**TOTAL NO OF POSTS:12**

**TOTAL FILLED: 9**

**TOTAL VACANT:3**

### **DIVISION: LOCAL ECONOMIC DEVELOPMENT**

PURPOSE: TO PROVIDE LOCAL ECONOMIC DEVELOPMENT SERVICES  
FUNCTIONS:

1. Manage and facilitate investment and enterprise development, and stakeholders
2. Provide agribusiness development support
3. Provide co-operatives, SMME's and informal business development support
4. Provide tourism development support
5. Manage and co-ordinate trade and business licenses, and outdoor advertisements
6. Co-ordinate mining development and community beneficiation

**X1 MANAGER LOCAL ECONOMIC DEVELOPMENT(filled)**

**X1 LED Sector Co-ordinator(filled)**

**X1 Business Licensing Officer(vacant)**

### **DIVISION: DEVELOPMENT & TOWN PLANNING**

PURPOSE: TO PROVIDE DEVELOPMENT PLANNING SERVICES  
FUNCTIONS:

1. Prepare and manage spatial development frameworks
2. Provide town planning services
3. Develop, manage and maintain municipal Land Use Management System (LUMS)
4. Provide land development advisory and management services
5. Provide administrative support to Municipal Planning Tribunal (MPT)
6. Provide building control services

**X1 SeniorTown Planner: Spatial Development (filled)**

**X1 Town Planner: Land Use Management(filled)**

**X1 SeniorBuilding Inspector (filled)**

### **DIVISION: INTEGRATED DEVELOPMENT PLANNING**

PURPOSE: TO PROVIDE STRATEGIC AND INTEGRATED DEVELOPMENT PLANNING  
FUNCTIONS:

1. Provide strategic planning service (Integrated Development Plan - IDP)
2. Provide a policy co-ordination and alignment service

**X1 MANAGER INTEGRATED DEVELOPMENT PLANNING(filled)**

**X1 Senior IDP Officer(filled)**

### **DIVISION: MUNICIPAL PERFORMANCE MANAGEMENT**

PURPOSE: TO PROVIDE A MUNICIPAL PERFORMANCE MANAGEMENT SERVICE  
FUNCTIONS:

1. Monitor and evaluate implementation of Integrated Development Plan (IDP) and Service Delivery and Budget Implementation Plan (SDBIP)

**X1 MANAGER: MUNICIPAL PERFORMANCE MANAGEMENT(filled)**

**X1 Performance Management Officer (vacant)**



## **DEPARTMENT: INFRASTRUCTURE DEVELOPMENT**

<b>DEPARTMENT: INFRASTRUCTURE DEVELOPMENT</b>
PURPOSE: TO MANAGE INFRASTRUCTURE DEVELOPMENT SERVICES FUNCTIONS: 1. Manage engineering services for infrastructure development 2. Manage construction and maintenance for all infrastructure 3. Provide a Project Management Unit service 4. Co-ordinate the supply of water, sanitation, and electricity services
<b>X1 Senior Manager(filled)</b> <b>X1 Secretary(filled)</b>

**INFRASTRUCTURE DEVELOPMENT**  
**TOTAL NO OF POSTS:18**  
**TOTAL FILLED: 11**  
**TOTAL VACANT:7**

<b>DIVISION: CONSTRUCTION AND MAINTENANCE</b>
PURPOSE: TO PROVIDE CONSTRUCTION AND MAINTENANCE SERVICES FOR ALL INFRASTRUCTURE FUNCTIONS: 1. Manage construction and maintenance of roads and storm water infrastructure 2. Manage construction and maintenance of building infrastructure 3. Manage construction and maintenance of all other infrastructure 4. Co-ordinate the supply of water, sanitation, and electricity services
<b>X1 MANAGER: CONSTRUCTION AND MAINTENANCE(filled)</b> <b>X2 Civil Engineering Technicians(filled)</b>

<b>DIVISION: PROJECT MANAGEMENT UNIT</b>
PURPOSE: TO PROVIDE PROJECT IMPLEMENTATION SERVICES FOR INFRASTRUCTURE DEVELOPMENT FUNCTIONS: 1. Manage MIG (Municipal Infrastructure Grant) projects implementation 2. Provide an infrastructure project management centre for capital projects (e.g. EPWP, etc.)
<b>X1 MANAGER: PROJECT MANAGEMENT UNIT(filled)</b> <b>X2 Technician: Project Management(filled)</b> <b>X1 Data Capturer (filled)</b>

<b>SUD-DIVISION: INFRASTRUCTURE MAINTENANCE UNITS / TEAMS</b>
PURPOSE: TO PROVIDE IN-HOUSE INFRASTRUCTURE MAINTENANCE SERVICE FUNCTIONS: 1. Maintain roads and storm water infrastructure 2. Maintain building infrastructure 3. Maintain all other infrastructure
<b>X 4Operator(x3 filled)</b> <b>X2 Driver (Truck / Tipper / Bakkie)(vacant)</b> <b>X4 General Worker(vacant)</b>



## **DEPARTMENT: COMMUNITY SERVICES**

### **DEPARTMENT: COMMUNITY SERVICES**

PURPOSE: TO MANAGE COMMUNITY SERVICES

FUNCTIONS:

1. Provide waste and environmental management services
2. Provide sport, recreation, arts and culture facilitation and development services
3. Provide institutional and social development services
4. Provide road traffic management services

**X1 Senior Manager(vacant)**

**X1 Secretary(filled)**

**COMMUNITY SERVICES  
TOTAL NO OF POSTS:69  
TOTAL FILLED: 35  
TOTAL VACANT:34**

### **DIVISION: COMMUNITY AND SOCIAL SERVICES**

PURPOSE: TO PROVIDE  
WASTE,ENVIRONMENTAL ,SPORTS,AND  
RECREATION,DISASTER AND MANAGEMENT SERVICES  
FUNCTIONS:

1. Provide waste management services (solid waste, refuse removal, landfill sites)
2. Provide environmental management services
3. Co-ordinate arts and culture activities
4. Co-ordinate disaster management services with District Municipality
- 5.Co-ordinate and support Council and various sport federations' sporting activities

**X1 MANAGER: COMMUNITY AND SOCIAL SERVICES(filled)**

**X1 Waste Management Officer (filled)**

**X2 Driver: Waste Management Truck(filled)**

**X1 Compact Operator(vacant)**

**X2 Landfill Site Weighbridge Operator / Waste Class Recorder(vacant)**

**X6 General Worker(vacant)**

**X1 Sports and Recreation Officer (filled)**

**X1 Librarian(filled)**

**X6 Library Assistant (X3filled)**

**X1 Disaster Management Co-ordinator (filled)**

**X1 Admin Clerk**

### **DIVISION: ROAD TRAFFIC MANAGEMENT SERVICES AND LICENSING**

PURPOSE: TO PROVIDE ROAD TRAFFIC MANAGEMENT  
SERVICES  
FUNCTIONS:

1. Render traffic law enforcement services
2. Provide a motor vehicle registration and licensing / authority (MVRA) service
3. Provide a vehicle roadworthy testing service
4. Provide a drivers' license testing service
5. Ensure road safety promotion

**X1 MANAGER :ROAD TRAFFIC MANAGEMENT  
SERVICES AND LICENSING(VACANT)**





## **DIVISION: ROAD TRAFFIC MANAGEMENT SERVICES**

<b>DIVISION: ROAD TRAFFIC MANAGEMENT SERVICES AND LICENSING</b> <b>PURPOSE: TO PROVIDE ROAD TRAFFIC MANAGEMENT SERVICES</b> <b>FUNCTIONS:</b> <ol style="list-style-type: none"> <li>1. Render traffic law enforcement services</li> <li>2. Provide a motor vehicle registration and licensing / authority (MVRA) service</li> <li>3. Provide a vehicle roadworthy testing service</li> <li>4. Provide a drivers' license testing service</li> <li>5. Ensure road safety promotion</li> </ol>
<b>X1 MANAGER :ROAD TRAFFIC MANAGEMENT SERVICES AND LICENSING(VACANT)</b>

<b>SUB-DIVISION: REGISTERING AUTHORITY</b> <b>PURPOSE: TO PROVIDE ROAD TRAFFIC MANAGEMENT SERVICES</b> <b>FUNCTIONS:</b> <ol style="list-style-type: none"> <li>1. Provide a motor vehicle registration and licensing / authority (MVRA) service</li> <li>2. Provide a vehicle roadworthy testing service</li> <li>3. Provide a drivers' license testing service</li> </ol>
<b>x2 Chief Licensing Officers(filled)</b>

<b>SUB-DIVISION: ROAD TRAFFIC LAW ENFORCEMENT</b> <b>PURPOSE: TO RENDER ROAD TRAFFIC LAW ENFORCEMENT SERVICES</b> <b>FUNCTIONS:</b> <ol style="list-style-type: none"> <li>1. Provide and manage road traffic law enforcement field services</li> <li>2. Provide road traffic law enforcement administrative services</li> </ol>
<b>X1 Chief Traffic Officer (vacant)</b> <b>X20 Traffic Officer(x9filled) (X6 New)</b> <b>X1 Admin Officer and Traffic Management (filled)</b>

<b>SECTION: VEHICLE ROADWORTHY TESTING</b> <b>PURPOSE: TO PROVIDE MOTOR VEHICLE ROADWORTHY TESTING SERVICE,VEHICLE REGISTRATION AND LICENSING SERVICE</b> <b>FUNCTIONS:</b> <ol style="list-style-type: none"> <li>1. Provide a motor vehicle roadworthy testing service</li> <li>2. Provide a motor vehicle registration and licensing / authority (MVRA) service</li> </ol>
<b>x1 Examiner of Vehicles(vacant)</b> <b>x1 Pitman(vacant)</b>

<b>SECTION: DRIVERS'LICENSES TESTING</b> <b>PURPOSE: TO PROVIDE DRIVERS'LICENSE TESTING SERVICES</b> <b>FUNCTIONS:</b> <ol style="list-style-type: none"> <li>1. Provide a drivers' license testing service</li> </ol>
<b>x2 Management Representative (Senior Examiner of Drivers Licenses)(Vacant)(new)</b> <b>x10 Examiner of Drivers Licenses(filled)</b> <b>x1 Admin Clerk(filled)</b>





## DEPARTMENT: BUDGET AND TREASURY OFFICE

**BUDGET AND TREASURY**  
**TOTAL NO OF POSTS:35**  
**TOTAL FILLED: 25**  
**TOTAL VACANT:10**

<b>DEPARTMENT: BUDGET AND TREASURY OFFICE</b>
PURPOSE: TO MANAGE BUDGET AND TREASURY SERVICES
FUNCTIONS:
1. Provide a budget planning and management service
2. Provide an expenditure management service
3. Provide a revenue management service
4. Provide a supply chain management service
5. Provide an asset management service
6. Develop and manage implementation of financial policies and procedures
7. Instal and manage implementation of internal controls
<b>X1 CHIEF FINANCIAL OFFICER(vacant)</b>
<b>X1 Secretary(filled)</b>

<b>DIVISION: BUDGET PLANNING AND MANAGEMENT</b> PURPOSE: TO PROVIDE A BUDGET PLANNING AND MANAGEMENT SERVICE FUNCTIONS: 1. Prepare credible budgets for Municipality 2. Provide budget information for compiling the SDBIP 3. Acquire, instal and manage financial systems to ensure data integrity (in collaboration with ICT) 4. Manage budget information and provide in-year monitoring (IYM) and reporting 5. Compile Annual Financial Statements <b>X1 MANAGER BUDGET PLANNING AND MANAGEMENT(filled)</b> <b>X1 Accountant(filled)</b> <b>X1 Bookkeeper(filled)</b>	<b>DIVISION: EXPENDITURE MANAGEMENT</b> PURPOSE: TO MANAGE EXPENDITURE AND PAYMENTS FUNCTIONS: 1. Manage creditors (Accoounts payable) 2. Manage and implement all payments 3. Monitor all expenditure and provide monthly reports 4. Manage payroll and personnel expenditure (verification of staff-expenditure entries with HR on a monthly basis) <b>X1 MANAGER EXPENDITURE(filled)</b> <b>X1 Accountant(filled)</b> <b>X1 Bookkeeper(filled)</b> <b>X1 Payroll Officer(filled)</b>	<b>DIVISION: REVENUE MANAGEMENT</b> PURPOSE: TO MANAGE REVENUE COLLECTION AND SAFEGUARDING FUNCTIONS: 1. Manage debtors (Accoounts receivable) 2. Operate and manage billing and revenue collection systems and banking 3. Manage the collection of inter-governmental amounts / debts due 4. Set and manage all municipal tariffs / rates 5. Provide legislative and best practice framework for all municipal cashier services <b>X1 MANAGER: REVENUE (filled)</b> <b>X1 Accountant Revenue(filled)</b> <b>X1 Accountant Vat(filled)</b> <b>X1 Bookkeeper(filled)</b> <b>X2 Supervisor Cashiers(filled)</b> <b>X10 Cashiers(x3 filled)</b>	<b>DIVISION: SUPPLY CHAIN MANAGEMENT</b> PURPOSE: TO RENDER SUPPLY CHAIN MANAGEMENT SERVICES FUNCTIONS: 1. Conduct commodity and industry analysis for demand planning 2. Collate all projects' procurement schedules and compile annual municipal procurement plan 3. Manage all open and closed bid acquisitions as per annual procurement plan 3. Manage all service level agreements for all purchases / acquisitions (contract management) 4. Monitor and report on supply chain performance (in collaboration with risk management & internal audit services) <b>X1 MANAGER: SUPPLY CHAIN(filled)</b> <b>X1 Supply Chain Accountant(filled)</b> <b>X2 Aquisition Officers(filled)</b> <b>X1 Contract and Logistics Officer(filled)</b>	<b>DIVISION: ASSET MANAGEMENT</b> PURPOSE: TO RENDER AN ASSET MANAGEMENT SERVICE FUNCTIONS: 1. Provide a life cycle asset management to all fixed assets (guidelines only for fleet) 2. Compile and maintain a GRAP-compliant municipal asset register (including fleet) 3. Manage asset depreciation and disposals (guidelines only for fleet) 4. Manage logistics / inventory and stock-taking <b>X1 MANAGER ASSETS(filled)</b> <b>X2 Accountants(x1 filled)</b> <b>X1 Bookkeeper(filled)</b> <b>X1 Inventory Officer(vacant)</b>
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## DEPARTMENT: CORPORATE SUPPORT SERVICES

### **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 Secretary(filled)**

**CORPORATE SERVICES  
TOTAL NO OF POSTS:20  
TOTAL FILLED: 17  
TOTAL VACANT:3**

### **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(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)**

**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(vacant)**



## DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

<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 (filled)</b>

<b>SUB-DIVISION: HUMAN RESOURCE PRACTICES AND ADMINISTRATION, AND ORGANISATIONAL STRATEGY AND PLANNING</b>
PURPOSE: TO RENDER EFFICIENT HUMAN RESOURCE ADMINISTRATION SERVICES. TO DEVELOP HUMAN RESOURCE STRATEGIES AND ENSURE THE ALIGNMENT OF ORGANISATIONAL STRUCTURES TO THE MUNICIPAL STRATEGIC PLAN (IDP)
FUNCTIONS:
1. Manage recruitment, selection, appointment and other life cycle events of employees
2. Manage compensation and the conditions of service of employees
3. Manage human resource personnel records
4. Manage the development of HR strategies
5. Monitor and evaluate implementation of HR strategies
6. Manage the provisioning and allocation of posts
7. Manage human resources information and knowledge management
8. Maintain a human resource management information system (HRIS)
<b>X1 Senior Human Resources Practitioner(filled)</b> <b>X1 Human Resources Practitioner(vacant)</b>

<b>SUB-DIVISION: HUMAN RESOURCE UTILISATION AND CAPACITY DEVELOPMENT</b>
PURPOSE: TO PROVIDE OPTIMAL DEVELOPMENT OF MUNICIPAL HUMAN RESOURCES
FUNCTIONS:
1. Manage and monitor implementation of Skills Development Legislation
2. Manage learnership and internship programmes
3. Manage training and development of employees
4. Manage and implement performance management system
<b>X1 SKILLS DEVELOPMENT FACILITATOR (filled)</b>

<b>SUB-DIVISION: EMPLOYEE RELATIONS AND PEOPLE MANAGEMENT</b>
PURPOSE: TO PROVIDE SOUND EMPLOYEE RELATIONS
FUNCTIONS:
1. Manage labour relations services (policies, codes, practices, grievances, disputes, disciplinary matters)
2. Manage collective bargaining matters (communicate resolutions and decisions of the collective bargaining structures [SALGBC, LLF] to the employees of the Municipality)
<b>X1 Labour Relations Officer (vacant)</b>

<b>SUB-DIVISION: EMPLOYEE HEALTH AND WELLNESS</b>
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
<b>X1 Senior Occupational Health and Safety Officer (filled)</b>



**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
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)**

**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
3. Render switchboard and receptionist services
4. Render bulk document reproduction service

**X1 Registry Officer (filled)**

**X1 Registry Clerk (filled)**

**X1 Receptionist(filled)**

**x1 Data Capture(filled)**

**X1 Switchboard Operator (filled)**

**SUB-DIVISION: CUSTOMER CARE**

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

**X1 Customer Care Officer(filled)**

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