

## DIRECTORATE OF CORPORATE SERVICES



Amanda Magwentshu  
DIRECTOR:  
CORPORATE SERVICES

**The Directorate of Corporate Services comprises of the following departments & divisions:**

<p><b>HUMAN RESOURCES</b> Personnel and Labour Development and Performance Appraisal</p>	<p><b>ORGANISATIONAL SUPPORT</b> Auxiliary &amp; Telecommunication Support Administrative &amp; Council Support Information Management and Technology</p>	<p><b>STRATEGIC SUPPORT</b> Mayoral Support Services Communications Public Participation &amp; Ward Committees Special Programmes</p>
<p><b>FUNCTION</b></p>	<p><b>ROLE &amp; FUNCTION</b></p> <ul style="list-style-type: none"> <li>• To provide Human Resources Support.</li> <li>• To provide administrative, logistical, operative, telecommunication and information management support.</li> <li>• To provide strategic advice, information and communication support.</li> </ul>	
<p><b>OBJECTIVES</b></p>	<p><b>OVERALL OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• The development of organizational design and capacity.</li> <li>• The establishment of effective communication strategies.</li> <li>• The assurance of satisfied customer needs.</li> <li>• The promotion of the image of the city locally, nationally and internationally.</li> <li>• The provision of information management and technological support.</li> <li>• The provision of logistical and administrative support to the Executive Mayor, Mayoral Committees, Councillors, Deputy Mayor and Speaker.</li> </ul>	

## DEPARTMENTAL OBJECTIVES FOR 2003 – 2004

### HUMAN RESOURCES DEPARTMENT

- Placement of staff on the new approved structure.
- Training and development of staff and Councillors.
- Acquisition of a computerised Human Resource System.
- Establishment of an employee wellness programme unit.
- Implementation of a Change Management Programme.

#### PRIORITY AREAS

- Enhancing organizational efficiency to enable Buffalo City Municipality to achieve its strategic objectives.
- Transforming organizational culture to enable Buffalo City Municipality to realize its vision and mission.
- Performance Optimization

#### OBJECTIVES

- Effective and Coordinated Human Resources Management.
- Workplace Skills plan approved by council

#### STRATEGIES

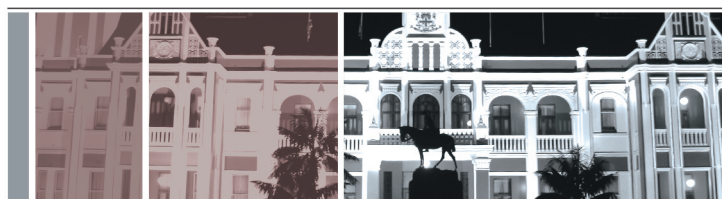
- Develop and implement Integrated Human Resources Strategy
- Implement integrated Transformation Management strategy.
- Develop the Performance Management System
- Adoption of an Integrated Performance Management System for Buffalo City Municipality

#### PERFORMANCE INDICATOR

- Staff provisioning policy approved by Council by 30 April 2004.
- Workplace Skills plan approved by council
- Employment Equity Plan submitted and approved by steering committee and Council.
- Employment Equity Report submitted to Dept of Labour annually.
- 25 % of total staff that participated in the council's Change and Diversity Management Programme
- 20 % of Business Processes identified in the Business Processes and System reengineering program re-engineered.
- % Improvement of performance at an Institutional and Individual level.
- All staff placed on the new organogram.
- Improved Staff Morale.
- Improved productivity.

### STRATEGIC SUPPORT SERVICES

- The establishment and functioning of all forty-five wards as demarcated for BCM.
- The training and capacity building of all 450 ward committee members and the Ward councillors as legislated in the Municipal Systems Act 32 of 2000.
- The launch of the Special Programmes Unit.
- The establishment of the first customer care centre.
- An effective internal communication strategy.
- The provision of administrative and logistical support to the political offices.
- To establish effective communication strategies in the municipality.
- To develop, promote and implement special programmes in line with issues, objectives and strategies outlined in the IDP



#### **PRIORITY AREA**

- Improve communication and access to information to both internal and external customers of BCM.
- Managing HIV/Aids Pandemic in the workplace.

#### **OBJECTIVES**

- Improve Communication and Access to Information to both internal and external customers of BCM.
- Establishment of Customer Care oriented organization.
- Optimise the productivity level for workforce by ensuring that they are aware of the dangers of implications of HIV/Aids and how they can live a healthy life.

#### **STRATEGY**

- Development and implementation of a Communications Strategy.
- Development and implementation of an integrated Customer Care Strategy.
- Proactive Education and Awareness Strategy.
- Treatment and preventative lifestyle management strategy.
- HIV & AIDS Corporate Strategy.
- Develop and monitor the implementation of a Disability Strategy.
- Develop and monitor implementation of a Gender Strategy.
- Develop and monitor a Strategy for Elderly Persons.
- Ward Development.

#### **PERFORMANCE INDICATOR**

- No of advertisements and publications, internal and external of BCM vision, mission & objectives
- Hosting of media breakfasts
- Featuring BCM in the print media.
- Number of awareness campaigns through: pamphlets, leaflets, advertising via the newspapers, radio etc, launched during the year
- Formulation, implementation and approval of a service delivery charter by council.
- The evaluation of functioning of Ward Committees.
- Number of Complaints received from BCM clients, which has been addressed.
- Number of Special Projects successfully implemented
- Attendance of invited stakeholders on special projects programme days.

## **ORGANISATIONAL SUPPORT DEPARTMENT**

#### **OBJECTIVE 2003 - 2004**

- Implementation of a GIS Strategy.
- Development of an IT Strategy.
- Acquisition of a document management system.

#### **PRIORITY AREAS**

- Enhancing organizational efficiency to enable Buffalo City Municipality to achieve its strategic objectives.
- Transforming organizational culture to enable Buffalo City Municipality to realize its vision and mission.

#### **STRATEGY**

- Adoption and Implementation of IT strategies
- Optimized performance of Organisation and Workforce

#### **PERFORMANCE INDICATOR**

- IT capacity programme developed and approved by City Manager
- % implementation of the IT capacity programme
- No of hours network downtime per quarter
- No of hours PA and recording system downtime per quarter
- IT Support plan developed and approved by CM
- Web portal / News group for Top/Down Down/Up Communication implemented
- Primary Health Care application
- IDP/ Budget mentoring system
- Completed GIS Strategy.
- Completed IT strategy.
- A functional document management system.