ORGANISATION AND ESTABLISHMENT: REGIONAL OFFICEKWAZULU NATAL

**DISTRICT OFFICES**

**PURPOSE:** To manage the delivery of services pertaining to the payment of social grants in the district.

**FUNCTIONS:**

1. Support local offices in the performances of the delivery of grant administration services.

2. Provide administrative support services to the District Office.

3. Provide executive support to the District Manager.

**REGIONAL OFFICE: KWAZULU NATAL**

**PURPOSE:** To manage social security and to provide support to enable service delivery units to render effective and efficient social security service.

**FUNCTIONS:**

1. Provide internal auditing services.

2. Ensure compliance with policy and prescripts.

3. Provide executive support services to the Regional Executive Manager.

4. Provide corporate support services.

5. Provide financial management services.

6. Provide information and communication technology services.

7. Manage the grant administration programme.

**District Manager L13 x 4:**

District Office: Durban Metro - ***MR M. D. CHILI***

District Office: Pietermaritzburg - ***VACANT***

District Office: Midlands - ***VACANT***

District Office: Ulundi - ***MR A. T. MASONDO***

1 Regional Executive Manager L15

***VACANT***

**DEPARTMENT:**

**GRANTS ADMINISTRATION**

***VACANT***

**DEPARTMENT:**

**GRANTS ADMINISTRATION**

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**DEPARTMENT: FINANCE**

***MR S. W. JABAVU***

**DEPARTMENT CORPORATE SERVICES**

***VACANT***

**UNIT: INFORMATION & COMMUNICATION TECHNOLOGY**

PURPOSE: To manage ICT services in the region.

### FUNCTIONS

1. Ensure the implementation of business systems in the region
2. To manage ICT infrastructure services
3. To manage ICT service management
4. To ensure effective information management
5. Manage ICT procurement in the region

1 Senior Manager : ICT L13

***MR S. L. NKOSI***

ORGANISATION AND ESTABLISHMENT: REGIONAL OFFICEKWAZULU NATAL

**DEPARTMENT: CORPORATE SERVICES**

**PURPOSE:** To provide corporate support services

**FUNCTIONS:**

1. Provide human capital management services.

2. Provide efficient and effective legal services.

3. Provide efficient and effective facilities management and auxiliary support services.

4. Provide marketing and communications support services.

### 1 General Manager: Corporate Services L14

***VACANT***

UNIT: COMMUNICATIONS

**AND MARKETING**

PURPOSE: To provide a marketing and communication support services.

### FUNCTIONS

1. Co-ordinate and facilitate marketing in the Region.

2. Co-ordinate and facilitate communication processes in the Region.

3. Develop, manage and co-ordinate the Region’s information systems.

UNIT: FACILITIES MANAGEMENT AND AUXILLARY SUPPORT

PURPOSE: To provide efficient and effective facilities management and auxiliary support services.

### FUNCTIONS

1. Facilitate the planning of the Regional Office’s physical infrastructure needs.

2. Co-ordinate the maintenance of the Regional Office’s physical infrastructure

3. Manage the contracts for the maintenance of the Regional Office’s physical infrastructure.

4. Provide office support services.

**UNIT: HUMAN CAPITAL MANAGEMENT**

**PURPOSE**: To provide human capital management services

### FUNCTIONS

1. Provide development and transformation services.

2. Provide personnel provisioning and maintenance services.

3. Provide labour relations services.

UNIT: LEGAL SERVICES

PURPOSE: To provide efficient and effective legal services.

### FUNCTIONS

1. Advice management on Legal matters.

2. Represent the Region in legal matters.

1 Senior Manager: Human Capital Management L13

***VACANT***

1 Senior Manager: Legal Services L13

***MS Z. G. MAQINA***

### 1 Senior Manager: Communication L13

***MS N. N.S. GODLWANA***

1 Snr Manager: Facilities Management & Aux Support L13

***VACANT***

ORGANISATION AND ESTABLISHMENT: REGIONAL OFFICEKWAZULU NATAL

**DEPARTMENT: FINANCE**

**PURPOSE:** To provide an effective and efficient financial management services

**FUNCTIONS:**

1. Manage and co-ordinate the Regional Office’s financial planning.

2. Manage the Regional Office’s financial accounting process.

3. Manage the Regional Office’s supply chain management services.

1 General Manager: Finance L14

***MR S. W. JABAVU***

**UNIT: MANAGEMENT ACCOUNTING**

**PURPOSE:** To manage and co-ordinate the Regional Office’s financial planning.

**FUNCTIONS:**

1. Compile and manage the Regional budget.

2. Manage MTEF budget process.

3. Manage the revenue and expenditure of the Region.

4. Ensure alignment of the Regional strategic plan to the budget.

**UNIT: FINANCIAL ACCOUNTING**

**PURPOSE:** To manage the Regional Office’s financial accounting Process

**FUNCTIONS:**

1. Manage banking services.

2. Render a bookkeeping function.

3. Manage salary related matters.

1. Render financial administration service i.r.o Debtors, Creditors, Financial System and Loss Control.
2. Compile financial statements.
3. Transfer payments.

**UNIT: SUPPLY CHAIN MANAGEMENT**

PURPOSE: To manage the Regional Office’s supply chain management services.

### FUNCTIONS:

1. Co-ordinate and support the procurement process.

2. Maintain and control consumable stores

3. Development of a register for the management of different Regional Office assets.

4. Manage losses/ surpluses, donations and disposal of assets.

5. Record assets i.t.o. their classification on the asset register.

1 Senior Manager: Management Accounting L13

***MR D. SEWRATHAN***

### 1 Senior Manager: Financial Accounting L13

***VACANT***

1 Senior Manager: Supply Chain Management L13

***MR B. M. GCUMISA***

ORGANISATION AND ESTABLISHMENT: REGIONAL OFFICEKWAZULU NATAL

**DEPARTMENT: GRANTS ADMINISTRATION**

**PURPOSE:** To manage the grant administration programme in the region

**FUNCTIONS:**

1. Manage the operations pertaining to grant administration.

2. Manage customer care and enquiries.

3. Manage contracts with external service providers

4. To manage operations pertaining to adult disability and care dependency.

5. Manage the beneficiary database.

1 General Manager: Grant Administration L14

***VACANT***

**UNIT: BENEFICIARY MAINTENANCE**

**PURPOSE:** To manage the beneficiary database.

**FUNCTIONS:**

1. Manage business processes on reviews, life certificates and lapsing

2. Manage intra and inter transfers of beneficiaries

3. Manage assessment processes

**UNIT: CUSTOMER CARE**

**PURPOSE:** To manage customer care and enquiries.

**FUNCTIONS:**

1. Implement national norms and standards.

2. Manage the call centre

3. Manage public queries

4. Initiate customer satisfaction surveys

UNIT: CONTRACT / VENDOR MANAGEMENT

PURPOSE: To manage contracts with external service providers.

### FUNCTIONS:

1. Monitor and evaluate contracts and SLA’s of external service providers.

2. Analyse the activities of helpdesks at paypoints todetermine the quality of service delivery by external service providers.

3. Provide advice pertaining to invoking penalty clauses pertaining to service delivery byexternal service providers.

**UNIT: OPERATIONS MANAGEMENT**

**PURPOSE:** To manage the operations pertaining to grants administration.

**FUNCTIONS:**

1. Implement national norms and standards.

2. Co-ordinate and integrate regional service delivery.

3. Manage stakeholder collaborations

**UNIT: DISABILITY MANAGEMENT**

**PURPOSE:** To manage operations pertaining to adult disability and care dependency.

**FUNCTIONS:**

1. Implement policy regarding assessment of grants.

2. Ensure training of medical officers

3. Administer appeals arising out of rejected applications.

1 Snr Man: Beneficiary Maint. L13

***MR J. B. MEYER***

1 Snr. Manager: Customer Care L13

***MR D.T. HLENGWA***

1 SM: Ops. Management L13

***VACANT***

1 Snr Man: Disability Management L13

***VACANT***

1 Snr Man: Vendor Management L13

***MR A. BREWER***