Corporate Services
2025 Operational Plan

1: Department services

1.1: Our mission
Corporate Services strives to provide innovative solutions, support and services in the best interest of our customers.

1.2: Service areas

Leadership and administration

- Leads and supports the Corporate Services team's successful delivery of strategic, reliable, and valued support to the organization that aids in the achievement of strategic objectives.

- Leads the preparation, oversight, and alignment of the Corporate Services budget, ensuring responsible and appropriate use of municipal funds.

- Promotes the delivery of consistent customer service that is valued by our clients, Council, and our residents.

- Provides administrative support to the various business units within Corporate Services and the director, as required.

- Coordinates, tracks, reports and provides oversight of all insurance claims for the County.

- Coordinates and provides support for employee events and recognition, corporate events and Corporate Services team planning sessions.

- Designs, codes and implements new computer software programs.

- Improves and supports existing systems by identifying current challenges and implementing modifications or enhancements.

- Assists with determining operational system objectives by studying business functions, gathering information, evaluating output requirements and formats, and offering best-practice solutions and recommendations for improvements across the organization.

Fleet and facilities

- Provides leadership, along with collaboration with municipal staff and external partners to ensure repairs to, maintenance of and lifecycle planning for municipal buildings.

- Supports the request for proposal process for the purchase and distribution of municipal fleet and equipment.

- Provides expertise regarding optimal space utilization, standardization of facilities systems and processes and prioritization of facilities-related projects.

- Provides oversight of insurance services related to fleet and facilities.

- Provides supervision and administration of custodial services for several county facilities.

- Provides custodial services in Leduc County municipal offices and ensures workspaces and common areas meet customer service standards.

Geographic Information Systems (GIS)

- Provides support, enhancement and maintenance in the Enterprise GIS environment.

- Provides corporate leadership and stewardship in GIS.

- Works with departments to develop new GIS-centric solutions or integration into business applications.

Health, safety and wellness

- Supports the organization by researching and implementing a comprehensive health, safety and wellness program that meets legislated requirements.

- Leads the coordination and management of the organization's Workers' Compensation Board (WCB) and supports workplace accommodations, in consultation with human resources.

- Leads, arranges and/or delivers all required and work-specific safety training.

Human Resources (HR)

- Provides human resources services that support the employee lifecycle and aligns with organizational goals.

- Supports the organization in attracting and retaining the right people, with the right skills, within the time frame that their services are required.

- Functions as an advocate for both employees and the organization.

- Provides consultation and develops programs and directives in the areas of recruitment, compensation, onboarding, disability and leave management, accommodation, training and development, performance management, terminations, psychological health and safety and change management.

- Supports the leadership team in fostering a positive organizational culture and employee experience.
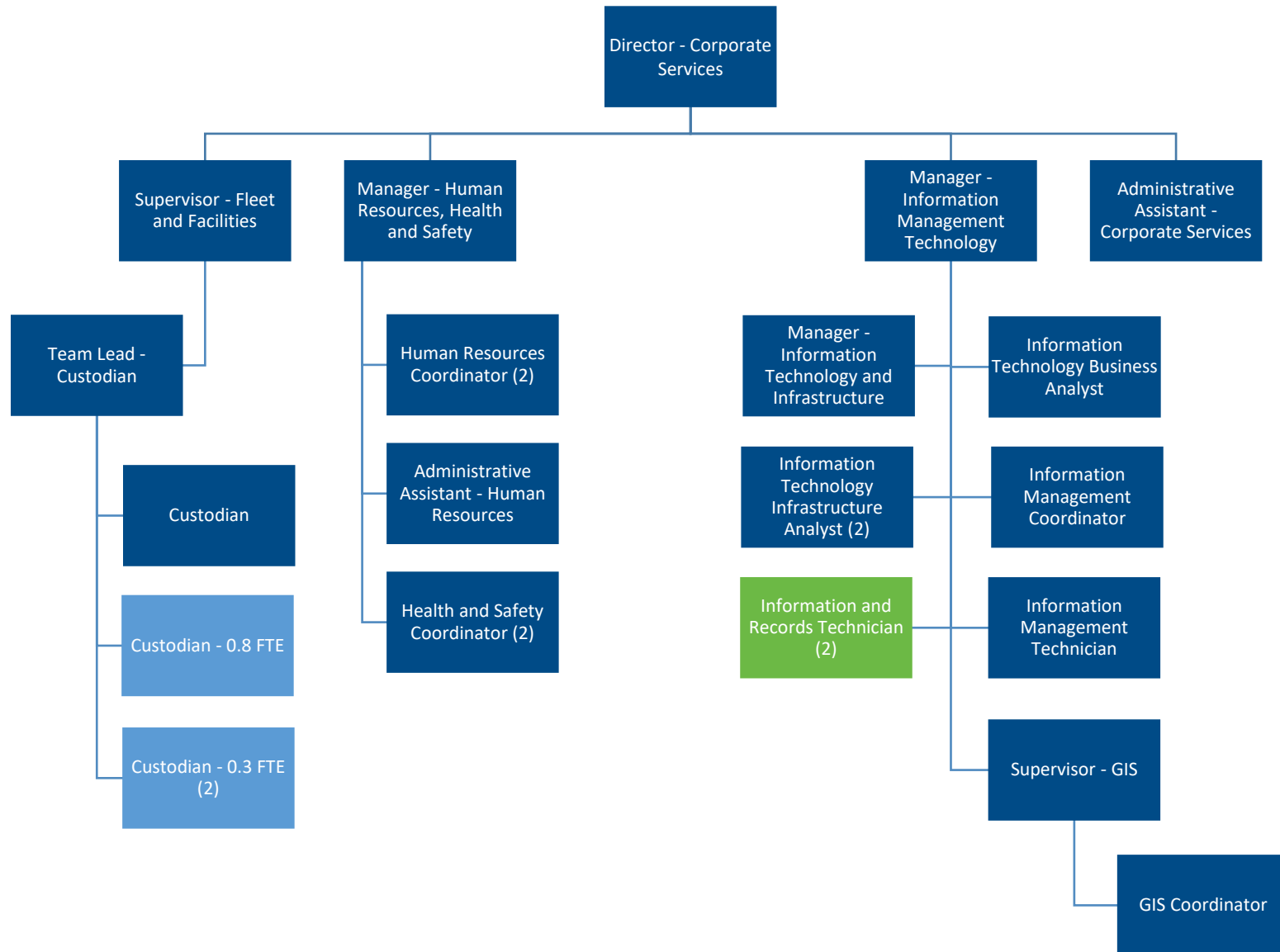
Information technology (IT)

- Develops and maintains IT policies, procedures, workflows, and network and business systems architecture, which promotes data governance, assurance and security.

- Executes the procurement, maintenance and support of all hardware components, the network infrastructure, telephone, and all other equipment required for the organization to function efficiently.

- Supports and provides assistance to the end users with respect to software and the management and storage of electronic data.

- Partners with all lines of business to provide innovative, forward-thinking technological solutions to meet business and County needs.

- Works with business areas to identify business needs and/or challenges.

Information and records management

- Provides leadership, support and guidance in the records management lifecycle, ensuring the efficient storage, retrieval, retention and destruction of corporate records.

- Verifies records are scanned and filed as per the approved file structure.

- Guides the *Freedom of Information and Protection of Privacy Act (FOIP)* and information request process on behalf of the organization, ensuring legislative compliance and timely delivery of information.

1.3: Organizational chart

```
                          Director - Corporate
                                Services
                                   │
   ┌──────────────────┬───────────┴────────────────────────────┬────────────────────┐
   │                  │                                         │                    │
Supervisor - Fleet  Manager - Human                    Manager -              Administrative
and Facilities      Resources, Health                  Information            Assistant -
                    and Safety                          Management             Corporate Services
   │                  │                                 Technology
   │                  │                                    │
Team Lead -        Human Resources         ┌──────────────┴──────────────┐
Custodian          Coordinator (2)         │                             │
   │                  │              Manager -                    Information
   │                  │              Information                  Technology Business
   │              Administrative     Technology and               Analyst
Custodian         Assistant - Human  Infrastructure
   │              Resources              │                    Information
   │                  │           Information Technology       Management
Custodian -        Health and Safety  Infrastructure           Coordinator
0.8 FTE            Coordinator (2)     Analyst (2)
   │                                     │                    Information
Custodian -                        Information and            Management
0.3 FTE (2)                        Records Technician (2)     Technician

                                                             Supervisor - GIS
                                                                   │
                                                             GIS Coordinator
```

2: Department goals

Goal 1	Support the business needs of the organization by providing safe, secure, innovative, and sustainable systems.
Goal 2	Increase knowledge and development of human resources best practice procedures and practices.
Goal 3	Increase awareness of health and safety expectations with all stakeholders and ensure best practice procedures and practices are in place to enable a safe and healthy work environment.

3: Action plan

Goal 1

Support the business needs of the organization by providing safe, secure, innovative, and sustainable systems.

Strategy 1.1

Develop strategies to guide the projects and operations of Information Management and Technology (IMT).

Actions	Target dates	Deliverables and/or key performance indicators
Complete a review of the 5-year IT strategic plan.	Q3 2025	Review the current strategic plan and create a report on progress.
	Q4 2025	Present report and recommendations to Council for approval.

Goal 2

Increase knowledge and development of human resources best practice procedures and practices.

Strategy 2.1

Develop foundational human resources programs based off standards from the Mental Health Commission of Canada.

Actions	Target dates	Deliverables and/or key performance indicators
Incorporate the 13 factors of psychological health into the County's HR administrative directives, practices and training.	Q4 2025	Administrative HR documents and practices reflect content from the Mental Health Commission of Canada's 13 factors.

Goal 3

Increase awareness of health and safety expectations with all stakeholders and ensure best practice procedures and practices are in place to enable a safe and healthy work environment.

Strategy 3.1

Develop foundational health and safety programs based off Certification of Recognition (COR) processes and Occupational Health and Safety (OHS) compliance.

Actions	Target dates	Deliverables and/or key performance indicators
	Q1 2025	Identification and engagement of department stakeholders for developing contractor

Complete a Contractor Management strategy in relation the Health and Safety program to adhere to a key COR audit deliverable.		management strategy components is completed.
	Q4 2025	Contractor Management strategy and related administrative directives are completed.