

Competency Statement

Executive Chef

Core Competencies

ADAPTING TO CHANGE

Ability to facilitate change by developing action plans and systems.

Competency definition: An employee demonstrates this competency by assessing, initiating, and approving operational changes that are aligned with organizational priorities (particularly to improve the patron and/or employee experience). They provide their support by ensuring change roll-out plans are in place, following up to ensure initiatives don't linger forever, and providing a second level of enforcement regarding operational changes. They are experts in change management. They formally recommend changes to policies, systems, and structures in order to improve performance and support progress towards organizational goals.

In addition, they are expected to be able to effectively implement operational changes (above).

COMMUNICATION

Ability to select the appropriate communication methods and tools, depending on the audience and situation.

Competency definition: An employee exhibits this competency by adjusting the way they communicate to match the mood/character of the recipient, and the purpose of the communication. They evaluate the best format, style, or approach for the situation, and frame the content of their communication accordingly. They are aware of the communication filters that can sometimes prevent mutual understanding. They are able to plan and deliver effective presentations that suit the occasion.

CUSTOMER SERVICE

Ability to implement systems and processes that promote exceptional customer service.

Competency definition: They review unit or departmental customer service standards and evaluate results. Depending on the flexibility in their area, they may independently set service standards, or consult with others to develop proposals for standards that are approved at a higher level. They model and promote customer-centered business processes and decision making. They typically have the ability to make exceptions to promote positive guest relations (i.e. comps). They lead the implementation of unit and department systems to support the provision of exceptional customer service.

DECISION MAKING

Ability to analyse issues or problems, consider multiple factors, and develop creative solutions.

Competency definition: An employee exhibits this competency by effectively handling moderately complex issues. Moderate complexity means issues with multiple contributing factors where problem solving involves multiple steps, stakeholders, and possible solutions. They are expected to weigh pros and cons and justify their decisions. A project-based approach may be used to handle investigation, research, consultation, decision-making, approvals, communication, and implementation of decisions. Immediate response may be required, but decision-making time frames are typically longer with time to plan. Impact of decisions is usually on more than one functional area.

RESULTS ORIENTATION

Ability to evaluate and facilitate progress toward unit or departmental goals, holding staff accountable for meeting commitments.

Competency definition: An employee exhibits this competency by setting department or unit goals, and evaluating progress toward those goals. They establish measurable outcomes, find resources, and obtain co-operation from other departments/units when required. They may involve staff in setting action plans; they ask for - and get - commitment from their staff to follow through on those plans.

WORKING WITH OTHERS

Ability to build and maintain strong working relationships with other departments and units.

Competency definition: An employee exhibits this competency by extending and strengthening their relationships beyond their immediate work group. They may routinely require information from other departments in order to carry out their job duties, or others may require information from them; mediating those relationships is critical to success and may require additional effort, as day-to-day contact may be limited. Recognition of common goals outside the immediate work group, empathy for others priorities, and sensitivity to work flows in other areas (i.e. year end in Finance).

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Job-Specific Competencies

Working knowledge of MS Word, Excel and Outlook.

Knowledge of food and beverage operations, including menu planning, scheduling, inventory control, procurement, costing, provincial legislation/regulations, and safe food handling.

Working knowledge of time and attendance tracking software, and purchasing software.

ORGANIZATIONAL KNOWLEDGE LEADERSHIP

Knowledge of SIGA's guiding principles, structure, and First Nations culture.

MANAGEMENT

Ability to use personal commitment and positive attitude to motivate and guide others to achieve goals.

Ability to lead unit budgeting, staffing, and evaluation activities.

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