



Job Title:	Lead Cook/Kitchen Manager
Work location:	The Haven at 240 Davis Rd, Gabriola, BC V0R 1X1
Reports To:	Executive Director

Job Purpose

The Lead Cook/Kitchen Manager furthers The Haven’s mission, implements its business plans and policies, and inspires and empowers our kitchen team to deliver high-quality guest experiences. This is a *hands-on role*, which will include regularly scheduled cooking shift per week.

Roles and Responsibilities

Wow our guests

1. Guest focus – consistently deliver high-quality dining experiences, creating positive, lasting memories for program participants, conference guests, groups and other visitors.
2. Facilities – ensure that our kitchen and dining areas remain safe, clean and organized.

Lead our teams

3. Develop – recommend hiring, assessment, recognition and remedial actions according to the Employment Standards Act, and The Haven’s practices and policies.
4. Support – retain and lead an exemplary team, ensuring they are well-trained and positioned for success through well-managed resources and work processes; maintain an environment that promotes high morale, ensures strong commitment and instills pride.

Manage our business

5. Plans – develop operating plans, budgets and menus for breakfast, lunch and dinner.
6. Schedules – design shifts and work plans that fairly and effectively engage our team within budget.
7. Equipment and inventory – control the use of equipment, food inventory and supplies, effectively balancing quality and expenditures in support of The Haven’s brand and budget.
8. Reports – ensure timely and accurate completion of daily/monthly reports, inventory, maintenance requests, purchase orders and other documents required to effectively operate the department.

Nurture key relationships

9. Interdepartmental – communicate with other departments to ensure that useful information is exchanged in a timely manner, and to support operational excellence.
10. Partners – assist The Haven’s leadership team in managing key relationships with sponsors, suppliers and service providers, and consistently acting in accordance with industry *best practice*.

Maintain safety

11. Manage – according to FoodSafe, Serving It Right, WorkSafeBC, WHMIS/MSDS and other Haven policies and guidelines, and industry best practices.



Work Environment

Physical Demands

1. Often must stand or walk for long periods of time. Frequently must ascend/descend stairs, reach from floor to above shoulder level, bend, twist and squat.
2. Frequently moves boxes, equipment and other items which may weigh up to 50 pounds.
3. Constantly must work in areas where floors may be slippery.
4. Frequently must use telephone, print/copy/fax/scan equipment, standard computer keyboard, mouse, and monitor to complete assignments.
5. Must be able and willing to work irregular hours based upon the changing demands of our business, including daytime, evening and weekends.

Employee Profile

Knowledge and Experience

1. Track record of success in hospitality, experience in restaurants or catering (front and back of house), including at least 3 years in a supervisory role, managing day-to-day operations.
2. Current certification for FoodSafe, Serving It Right, and Occupational First Aid.
3. Demonstrated leadership, developing and motivating teams to accomplish ambitious goals.
4. Has experience working with food sensitivities/allergies, vegan fare and gluten/dairy-free dining.

Skills and Characteristics

5. Passion for the nonprofit community, socially and environmentally responsible organizations, and a sincere interest in lifelong learning opportunities.
6. Excellent and creative buffet cooking skills
7. Maintains a good balance of emotional intelligence and business acumen, demonstrates a consistent positive demeanor, and is secure and calm.
8. Entrepreneurial spirit, and able to thrive in an environment with developing processes, simultaneous tasks, and the fluidity of a dynamic organization.
9. Excellent English language verbal and written communication skills.
10. Excellent numeracy skills, good computer skills, especially Microsoft Office (Excel and Word).
11. Enjoys living in a small community in an island setting.

Other Information

Safety and Sanitation

Policy requires this employee to wear closed-toe shoes with non-slip soles, and a hair restraint while working in food preparation and service areas.



Performance

Your performance will be evaluated to include attitude, competence, conduct (as per The Haven Employee Handbook) and compatibility with co-workers.

Subject to Change

The Executive Director may assign **other duties** from time to time that may be required to support The Haven's operations.

About The Haven

We're about the art and science of living well, together. Haven Foundation is dedicated to helping people build richer relationships with others and themselves. With a centre on Gabriola Island, BC Canada our not-for-profit educational organization offers transformational learning experiences in group settings. We believe in creating a relational world where each of us is whole and responsible for ourselves and our environment. For over 30 years, The Haven has developed innovative approaches to teaching and learning, challenging thousands to define and shape their lives.

The Haven's residential education centre on Gabriola can accommodate up to 100 guests and the dining room in the Lodge can seat up to 150 people (inside and outside dining areas). Breakfast, lunch and dinner are served buffet-style, from 8:00 – 9:00 AM, 12:00 – 1:00 PM, and 6:00 – 7:00 PM daily. In addition to a full range of savory meat and vegetarian fare, the kitchen regularly bakes signature bread, cookies and granola.