

**Position:** International Operations Associate

**Location:** Remote – Spain or United Kingdom

**Reports to:** Client Delivery Director

**[Submit your application](#)**

**About the role:**

At Redslim, we're driven by innovation, precision, and impact. We're seeking an International Operations Associate to support the delivery of client projects and data operations.

In this role, you will drive client satisfaction through reliable project delivery, proactive stakeholder management, and data-informed decision-making. You'll work across teams and technologies to ensure smooth execution of client deliverables, identify improvement opportunities, and enhance operational performance using analytics and effective process management and collaboration.

**Key responsibilities:**

- Represent Redslim to client stakeholders at all levels as a trusted partner and primary contact
- Drive client satisfaction by ensuring timely, high-quality delivery of ongoing and new projects
- Analyse delivery data and SLA performance metrics to identify trends, risks, and opportunities
- Apply structured problem-solving and root cause analysis to resolve issues effectively.
- Support workload planning and mentor other IOA team members on process and ways of working
- Share best practices across teams to drive operations excellence and continuous improvement
- Collaborate with the Client Delivery Manager to ensure team capacity and growth plans
- Identify and improve work processes and enhance efficiency

**What you will bring:**

Qualifications & Technical Skills

- Strong understanding of data structures, flows, and data quality principles, preferably in area of consumer data, market databases and agency data
- Solid business acumen combined with ability to analyse and interpret datasets to drive operations and client decisions
- Comfortable using Agentic AI tools and analytics platforms to improve efficiency

Core Competencies

- Excellent autonomy and workload planning skills in dynamic environments
- Strong client relationship management and communication abilities
- Solid project management experience, ensuring timely and quality execution

- Analytical mindset with strong problem-solving and data-driven decision-making
- Collaborative team player who mentors others and promotes cross-functional success
- Proactive, adaptable, and eager to learn and grow
- Positive attitude towards change and personal development