



Midsummer Energy Ltd
Cambridge Road Industrial Estate
Milton
Cambridge
CB24 6AZ

jobs@midsummerenergy.co.uk

Application pack:

Software Customer Success (Executive/Manager)

At Midsummer, we're committed to reducing carbon emissions and to accelerating the adoption of clean energy and heat solutions. From humble beginnings, we have grown to become one of the leading distributors of renewable energy products such as solar PV, battery storage, and heat pumps in the UK and Ireland.

Founded in 2005 on a narrowboat, we have expanded rapidly. We now operate from three UK warehouses, with a fourth coming online soon, and one in Ireland. In addition to trade sales, we offer a suite of web tools that simplify the design, sales, and project management of solar projects and heat pump installations. With a team of over 120 members and growing, we process around 50,000 orders annually. We were honoured to be named the UK's best renewables distributor in 2020 and 2022.

Our software solutions for installers, [Easy PV](#) and [Heatpunk](#), are crucial to our company's continued growth in an increasingly competitive market. Our business development and customer success team members play a central role in ensuring that key players in the industry adopt our software and get the maximum benefits for their business.

We are looking for a highly motivated Customer Success professional to join our dynamic software division. Reporting directly to the Head of Software Sales, you will work closely alongside our software Business Development team and our software support and quality team.

Matt Agnes,
Head of Software Sales, Midsummer



The role



Your focus will be on the success and growth of customers with Enterprise and Pro subscriptions across Easy PV and Heatpunk. You will become an expert in our software, using your deep product knowledge to ensure users fully understand the benefits of our tools, helping them maximize their efficiency and design capabilities. We're keen to find the right person for this role, regardless of experience and seniority. The specific responsibilities will be tailored around your experience.

Enterprise customer success

- **Account management:** Build deep relationships with enterprise decision-makers, secure long-term contracts, and minimize churn.
- **Drive growth & value:** Grow enterprise revenues by identifying and scoping upsell and customisation opportunities. Cross-sell other software services, ensure customers are utilising all aspects of the platform, and drive long-term retention and value.
- **Trade spend:** Work closely with our wholesale sales team to maximise trade spend from Enterprise customers.
- **New customer onboarding:** Work with our software sales and dev teams to seamlessly set up and onboard new enterprise customers.

Pro & general user success

- **Growth & retention:** Upgrade free users to Pro, expand existing team subscriptions (e.g., adding seats), and minimise subscription churn. Cross-sell other software services (like our lead generation tools and finance partnerships).
- **Training and success:** Lead online Pro training sessions, run dedicated sessions with key software targets. Build customer-success focused resources (articles, videos, checklists, etc.) to help users get the most out of the software. and feed user insights to the product team to shape our roadmap.



About you



- You have a background in proactive customer success, account management, or B2B sales, ideally within the software or renewable energy sectors.
- **You are highly commercial** and know how to use customer engagements to hit KPIs related to upsells, account expansion, and enterprise trade spend.
- **You are a product champion.** You have the technical aptitude to quickly become an expert in complex software and a talent for teaching users how to maximize its benefits.
- **You excel at establishing and maintaining long-term relationships** with stakeholders, from growing installation businesses to enterprise-level accounts.
- **You have strong technical understanding:** You can grasp and explain complex product features, and translate them into valuable business benefits for potential clients.
- You are a **self-starter:** You work independently, are comfortable managing multiple priorities, and take ownership of your role in driving growth for the company.
- Bonus points if you have a strong network within the renewable energy industry.

We believe in early responsibility and career progression based on talent and commitment. The renewables industry is growing fast, and so is Midsummer - there is plenty of scope to grow with us.



What we offer



You'll be joining a young, dynamic company with positive values that is aiming to position itself as a leading software provider in the clean energy and renewables sector. The position is based in our offices neighbouring Milton Country Park on the outskirts of Cambridge. This will be a challenging but fulfilling role.

Compensation:

We are open to applicants at various stages of their careers, and salary and bonus structures will reflect your experience level:

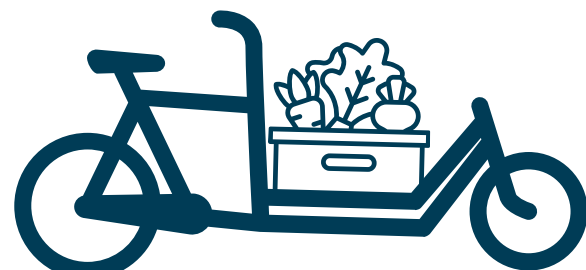
- Executive: £30,000 – £40,000 base salary, plus annual bonus up to £3,500.
- Manager: £40,000 – £55,000 base salary, plus an annual bonus of up to £7,000.
- Additionally, we share a proportion of company profits among all employees.

Benefits include:

- Free bag of delicious, fresh, locally-grown organic veg every week
- Pension salary sacrifice scheme
- Employee Assistance Package
- EV salary sacrifice scheme
- Cycle to work scheme
- Free bike maintenance
- Early finish on a Friday
- Lots of clubs to get involved with and company socials

To apply

Please complete the online application form at
<https://midsummerwholesale.co.uk/jobs>



Our Story



2005



2015



2024

Midsummer began life in the front room of a narrowboat, when our founder started selling solar panels to fellow boaters.

Sticking to our roots

We've grown through 7 ever-larger warehouses since then and diversified what we do - but an important part of our business remains the supply of off-grid systems to customers who need power away from the national grid.

Growing branches

With the introduction of the Feed-in Tariff in 2010 we began installing and supplying larger grid-connect solar PV systems. Today, the distribution of solar PV and battery storage accounts for the majority of our £125M annual turnover.

Planting seeds

In 2019 we opened a subsidiary on the outskirts of Dublin. Our team have gone from strength to strength, and have just moved to a larger warehouse. Last year we also opened another satellite warehouse in Glasgow.

Software - the secret of our success

We've written our own PV design software that makes designing solar power systems incredibly easy. It's used by installers and manufacturers in the UK and internationally.

We have also developed software for designing heat pump systems. Heat pumps are the future of heating, and we want to be at the forefront of their deployment in the UK. They will be an important part of the next chapter of our story!

Our values



It has never been our aim simply to make a profit. We want to make a positive impact on the world around us too. This is what we stand for.

Eliminating fossil fuels

We are passionate about moving as swiftly as we can to eliminate fossil fuels from electricity generation, heating and transport. We only sell products and systems that further that aim.

We are also working to reduce fossil fuel use in our own operations. We have solar arrays on our Milton office and our warehouse in Glasgow. We help our employees to keep their own footprints low by encouraging cycling and walking over car use.

Reducing consumption

Over-consumption is at the heart of many of the environmental problems that the world is experiencing. Most businesses operate a business model which is designed to encourage consumption. We want to be different.

We sell solar PV systems that greatly reduce the amount of energy that properties need to import, and we sell heat pumps that use less primary energy (and from less damaging sources) than the fossil fuel based heating systems that they are replacing.

We don't sell disposable items. All the products that we sell are designed to last for many years. Many of the solar panels we sell have a 30 year warranty.

We try where we can to reduce consumption in our own operations. We re-use a lot of the packaging that products arrive in.



Putting people and planet before profit

We believe that businesses have a bigger responsibility to the planet, and to their employees and the communities they operate in, than they do to their shareholders.

We are a successful business. Some of our annual profit is returned to our employees through a staff profit share scheme. We also have a community fund which donates to socially beneficial and sustainable projects in the community. Almost all the remaining profit is reinvested into the business - very little is paid out in shareholder dividends.

We believe in reducing the gap between rich and poor. We pay well over the living wage to all our employees, and our profit share scheme is equitable, so that all employees, from the most junior to the most senior, share equally in the rewards when the company does well. For senior staff we aim to pay competitive salaries, but we don't believe in excessive executive pay.

We believe healthy employees are happy employees. We work with local organic growers to provide all our employees with a vegetable box each week.





Leadership team



Andy Rankin

Founder

A former climate scientist who started a solar company from his off-grid home 15 years ago. Andy likes to build things from scratch, whether that's companies, houses, solar farms, software or freight bikes.



Jamie Vaux

Commercial Director

An environmental business enthusiast who went looking for a company to throw his idealism at, Jamie has spent 10 years chasing sales and building the Midsummer team. Out of the office you'll find him lifting something heavy or cooking.



Lowri Goodyer

Sales Director

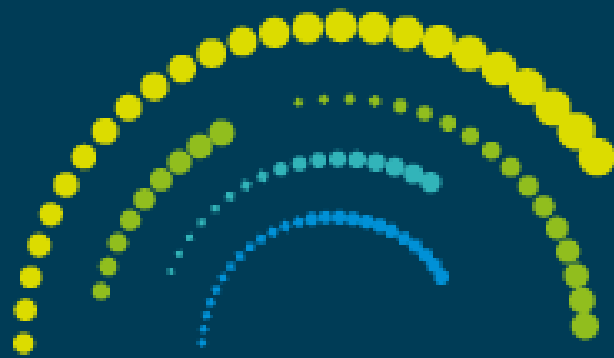
A fellow eco-crusader, Lowri heads up UK sales - and can be found climbing, surfing, running, snowboarding or gardening when she wants a rest!



Tom Kemsley

Scotland Manager

Tom joined our graduate scheme green out of university. Although he subsequently tried to escape, even in New Zealand he found the magnetic pull of Midsummer drawing him back. He heads up our office in Glasgow.



MIDSUMMER

2022 Distributor of the Year - Solar & Storage Live Awards

"I can't imagine a job I'd love more or a company I could be more committed to. Every single day we're moving renewables forward and I'm surrounded by a great bunch of people helping to do it."

Jamie Vaux, Commercial Director