



Midsummer Energy Ltd  
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Cambridge  
CB24 6AZ

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## Application pack:

### Software support (Specialist/Executive)

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 software support and customer success team plays a central role in ensuring that our customers receive the support, training, and tools they need to succeed.

We are looking for new team members who are early in their careers and have a passion for technology, problem-solving, and sustainability. If you are eager to kick-start your career in software support and help renewable energy professionals make the most of powerful tools like Heatpunk and Easy PV, we want you to join our growing software team.

Matt Agnes,  
Head of Software Sales, Midsummer



# The role



You'll play a key role in supporting our users and maintaining the overall quality of our platforms. You will provide technical guidance to resolve customer issues, while actively testing new features and updates to ensure a seamless, high-quality software experience. This is a fantastic opportunity to blend hands-on customer support with quality assurance and contribute to the future of renewable energy.

**Responsibilities will include:**

## **Customer support:**

- Resolve customer queries via email, phone, and live chat, offering technical guidance and troubleshooting software issues.

## **Quality & collaboration:**

- Test new features and updates thoroughly to ensure they work as expected and meet quality standards before release.
- Identify, document, and validate bugs, working closely with the development team to ensure swift resolutions.
- Relay user feedback and recurring issues to the wider team to help drive product and system improvements.

## **Training & onboarding:**

- Onboard new users by conducting training webinars and product demos for Heatpunk and Easy PV.
- Maintain support resources, including help guides, FAQs, and release notes for new features.

## **Learning & development:**

- Continuously build technical knowledge of our software platforms, renewable energy systems, and industry best practices.

You'll report to the Head of Software Sales and collaborate with our broader team to ensure our customers have an exceptional experience.



# About you



We're looking for someone who:

- **Is passionate about technology and problem-solving:** You enjoy diving into technical issues and finding solutions to challenges.
- **Is a strong communicator:** You can explain technical concepts in a simple, clear, and friendly way, and are comfortable interacting with customers.
- **Has a keen eye for detail:** You're thorough in your work, ensuring that every issue is addressed and customers are fully supported.
- **Is eager to learn and grow:** You're excited to develop your technical skills, expand your knowledge of the renewable energy industry, and take on new challenges.
- **Is proactive and organised:** You can manage multiple support tickets and tasks efficiently, ensuring no customer is left behind.

## Bonus points if you have:

- A degree or qualification in a technical field (e.g., Computer Science, Engineering, Renewable Energy).
- Experience in a customer support or technical support role.
- Familiarity with software tools related to the renewable energy industry.

**This role is an excellent opportunity for graduates and early-career professionals who are eager to gain experience and make a meaningful impact in the renewables software sector. Even if you don't meet all the requirements, we encourage you to apply if you have enthusiasm and a willingness to learn!**



# 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:

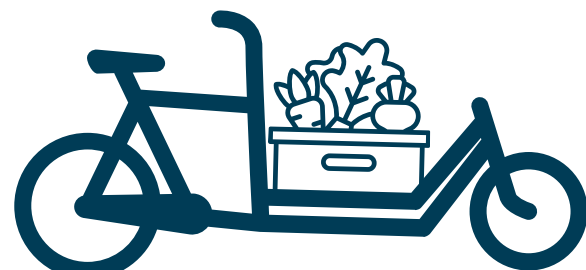
- Level 1: Specialist: £28,000+ base salary
- Level 2: Executive: £31,000+ base salary
- Once you've passed your probation you'll be eligible for annual performance related bonuses (between £1k and £2k depending on level).
- Additionally, we share a proportion of company profits among all employees.

## 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

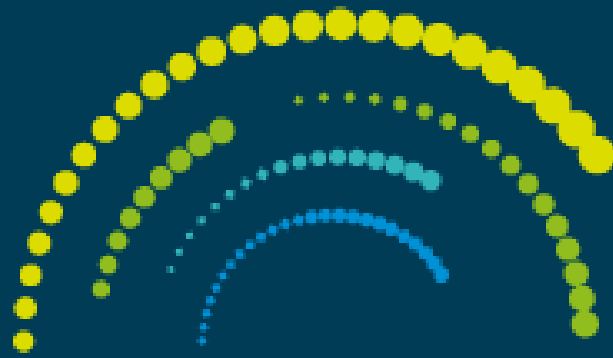
A fellow eco-crusader, Lowri heads up UK sales - and can be found climbing, surfing, running, snowboarding or gardening when she wants a rest!



## 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

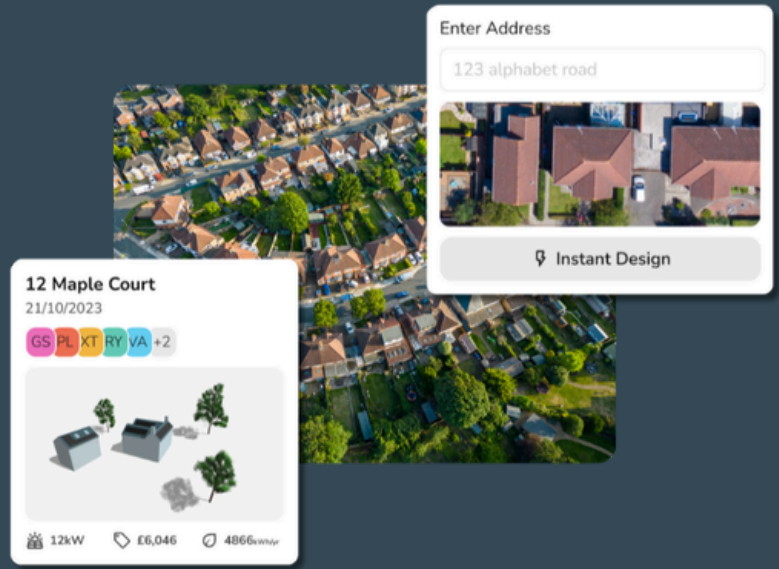
2022 Distributor of the Year - Solar & Storage Live Awards

"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



# Fast, accurate PV system design and sales software



Easy PV is a free software that streamlines PV system design, sales and handover so you can work faster, win more and scale easily.

## Quick system design

2D & 3D roof design; Instant system design; Inverter & battery specification; Electrical specification; Automatic panel stringing.

## Impactful insights tools

Automatic project pricing; Financial projections with benefits/payback; see environmental benefits; Model energy management/optimisation.

## Customer-friendly proposals

Branded and customisable proposals; Contracting and e-signing, Financing and payment options; handover documents.

## MCS & industry compliance

MCS performance calcs; Structural calculations; MCS checklists and docs; MCS shade analysis, Automatic schematics.

## Processes & project management

Instant DNO applications; Pre-installation survey; install photo record; document management; Emailing.

## Powerful lead generation

Supercharge your lead gen activities with the help of automatic solar analysis and quoting tools.

## Join thousands of installers and specifiers using Easy PV

More than  
**4,000**  
highly engaged users

from  
**2,000+**  
companies

creating  
**30,000+**  
projects every month



*Heatpunk is a smart, user-friendly bit of software that genuinely makes our designs better. The floor plan drawing tools have really improved our accuracy, and being able to adjust flow temperatures and instantly see the impact is a huge help day-to-day. - Renewables Administrator*

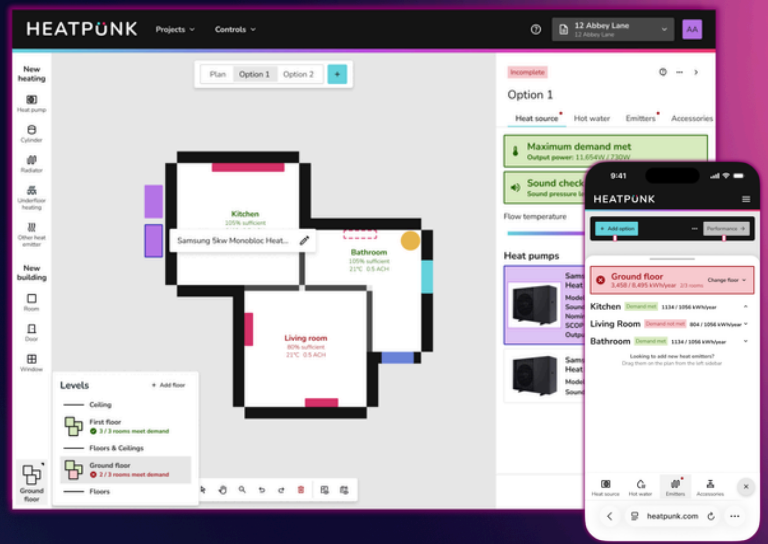
**Visit [easy-pv.co.uk](https://easy-pv.co.uk) to create your free account today.**

Easy PV is free-to-use software built by the software team at Midsummer Energy.

Upgrade to Easy PV **P R O** for advanced tools to help your business thrive.

# HEATPUNK

## Hassle-free heat pump system design & sales software



Heatpunk brings every stage of heat pump design into one fast, accurate workflow, helping you plan, sell, and install efficient and compliant systems.

### Quick system design

Speed up the survey and design process: room by room heat loss calcs; heat pump sizing & flow temperature design; radiator & UFH specification; and domestic hot water calcs.

### Impactful sales tools

Clearly communicate system details and benefits via MCS-compliant proposals. Compare running costs vs gas/oil systems. Calculate benefits with solar PV and storage.

### Easy compliance

Effortlessly comply with MCS/industry standards. Quickly complete MCS performance calculations, sound assessments, DNO applications, handover documents and more.

### Streamlined processes

Speed up project design, sales, installation and handover. Generate full system BOMs, instant quotes, and order kit in one-click. Get even more powerful tools with a Pro subscription.

## Join thousands of installers and specifiers using Heatpunk

More than  
**4,000**  
users

from  
**400+**  
companies

creating  
**1,500+**  
projects every month



*Heatpunk is a smart, user-friendly bit of software that genuinely makes our designs better. The floor plan drawing tools have really improved our accuracy, and being able to adjust flow temperatures and instantly see the impact is a huge help day-to-day. - Renewables Administrator*

**Visit [heatpunk.co.uk](https://heatpunk.co.uk) to create your free account today.**

Heatpunk is free-to-use software built by the software team at Midsummer Energy. Upgrade to **HEATPUNK PRO** for advanced tools to help your business thrive.